

## Position Information Document

### Manager of ICT Services

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#### Context

Sacred Heart College is a Catholic secondary school in the Marist tradition, comprising two campuses: Champagnat (Years 7–9) and Marcellin (Years 10–12). Marist education values presence, practicality, and purpose, recognising that formation happens through relationships, example, and meaningful work. Our mission is “to awaken in young people the desire to grow, to contribute, and to find their place in the world” (*In the Footsteps of Marcellin Champagnat*, 2023, [112]).

The College recognises that information and communication technologies (“ICT”) play a vital role in supporting learning, teaching, administration, and communication. Effective management and innovation in ICT are essential to ensuring that the College community is safe, connected, and future-ready.

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#### Broad purpose

The Manager of ICT Services is responsible for the leadership, implementation, operation, and support of the College’s information and communication technology services across both campuses. This includes overseeing the College’s ICT infrastructure, user support services, systems integration, cyber security, and strategic planning.

The Manager of ICT Services works collaboratively with senior leaders, key stakeholders, and external providers to ensure ICT services meet the evolving educational and business needs of the College. The role encompasses both hands-on technical expertise and strategic oversight, with a focus on service excellence, security, system reliability, and continuous improvement.

The Manager will lead the ICT Services team and ensure that systems and services:

- are responsive to the needs of students and staff;
- align with strategic priorities and compliance frameworks;
- embrace innovation while prioritising ensuring stability, data security, and performance; and
- support College events, communication systems, and end-user technologies.

#### Qualifications and experience

##### Essential qualifications and experience

- Demonstrate significant experience managing enterprise-scale ICT environments, including servers, networks, and endpoints.
- Show strong technical proficiency in either or both Microsoft and Google Workspace environments;
- Experience with school-specific platforms such as learning management systems and student information systems.
- Have experience leading ICT teams and complex ICT projects.
- Possess excellent interpersonal and communication skills, with a focus on service delivery and stakeholder engagement.
- Demonstrate the ability to manage competing priorities, troubleshoot complex issues, and respond promptly to critical incidents.
- Understand ICT security, data protection principles, and risk management practices in an organisational context.

## Desirable qualifications, skills and experience

- Tertiary qualifications in Information Technology, Computer Science, Network Administration, or a related discipline.
- Industry certifications (e.g., Microsoft, Cisco, ITIL, Google Certified Administrator).
- Experience working in a school or educational setting, ideally with exposure to Catholic values.
- Familiarity with ICT budgeting, asset lifecycle management, and vendor negotiation.
- Experience with systems integration, data governance, and analytics platforms.
- Experience in disaster recovery planning and ICT policy development.

## Personal attributes

The Manager of ICT Services will demonstrate:

- a strong alignment with the Marist ethos and Catholic values of the College;
- a collaborative, proactive, and solution-focused leadership style;
- resilience and composure under pressure;
- high standards of professionalism and discretion, particularly in managing sensitive systems or information; and
- a continuous improvement mindset, with a commitment to innovation and ongoing development.

## Key Areas of Work

### Effective operation of ICT systems

The Manager of ICT Services will:

- oversee the day-to-day functionality and stability of the College's ICT infrastructure across both campuses, including servers, networks, wireless systems, firewalls, and cloud environments;
- monitor system performance and proactively address issues affecting speed, reliability, or accessibility;
- implement system improvements and upgrades in line with lifecycle plans and industry best practice;
- maintain clear and accurate system logs, fault records, and network performance data;
- ensure timely escalation and resolution of significant outages or incidents affecting users;
- report regularly to the Director of Business on system performance, risks, and areas for improvement;
- advise the College Executive on emerging threats, vulnerabilities, or capacity risks requiring mitigation; and
- coordinate with vendors and service providers to ensure optimal system configuration and uptime.

### Provision of technical services

The Manager of ICT Services will:

- oversee the installation, maintenance, and optimisation of ICT hardware and software across the College, including desktops, mobile devices, printers, and AV equipment;
- ensure all systems and services operate in line with applicable Australian standards, cybersecurity expectations, and licensing requirements;
- provide second-tier support for escalated or complex technical issues, including on-site troubleshooting when required;
- ensure appropriate software deployment, patching, and version control;
- ensure efficient helpdesk ticket resolution;
- evaluate and recommend technical solutions that enhance teaching, learning, and administration;
- ensure the ICT Team is available to assist staff in resolving software-related issues, including application troubleshooting and configuration support; and

- maintain system integrations, including user authentication platforms, cloud services, and networked applications.

### Infrastructure and system administration

The Manager of ICT Services will:

- oversee the configuration, administration and maintenance of servers, storage, wireless networks, switching infrastructure and firewalls across both campuses;
- ensure high availability and scalability of core systems through appropriate capacity planning, performance monitoring and system tuning;
- lead the implementation of infrastructure upgrades in line with lifecycle schedules and strategic ICT objectives;
- coordinate patching and firmware updates across server and network infrastructure are applied in keeping with policy;
- maintain accurate technical documentation for system configurations, network architecture, access controls, and administrative procedures;
- ensure secure, standards-aligned system architecture that supports the College's evolving needs;
- liaise with external contractors and service providers to support infrastructure upgrades or specialist installations; and
- advise on system architecture and capacity requirements for upcoming building projects or major technology rollouts.

### Cybersecurity, risk and recovery

The Manager of ICT Services will:

- implement and maintain robust cybersecurity measures to protect College systems, networks and data from internal and external threats;
- manage user authentication systems, access permissions and security protocols to ensure appropriate levels of access for staff, students and third parties;
- monitor system activity and security logs to detect and respond to suspicious or unauthorised behaviour;
- ensure critical systems and infrastructure are protected by multi-layered defences, including endpoint protection, firewall configurations and secure backup practices;
- coordinate the development and testing of disaster recovery plans and business continuity procedures;
- advise the College Executive on ICT-related risks and maintain documentation in support of the College's risk management framework;
- align College cybersecurity practices with the Australian Cyber Security Centre Essential Eight Maturity Model and maintain an auditable record of cyber maturity;
- report regularly to the College Executive on ICT risk, cybersecurity posture and compliance with privacy obligations;
- ensure data backup systems are maintained, monitored and regularly tested for integrity and restorability; and
- remain up to date with cybersecurity threats, legislative requirements and sector-wide guidance, and advise on corresponding mitigation strategies.

### Data management and integration

The Manager of ICT Services will:

- oversee the maintenance, availability and integrity of core administrative and learning platforms, including student information systems, finance systems and learning management systems;

- support the secure integration of data between internal systems and third-party platforms (e.g. CESA, NAPLAN, Edval, SEQTA, Synergetic);
- manage directory services, identity management systems and single sign-on configurations to streamline user access across College systems;
- work with key stakeholders to ensure accurate and timely data exchange for operational, reporting and compliance purposes;
- support the implementation of data governance practices and ensure appropriate handling of personal, sensitive and academic information;
- liaise with the Director of Business to ensure effective management of cloud-based storage and retention systems in line with College policy;
- assist with the development of workflows, automations and reporting tools to support decision-making and reduce manual processes; and
- provide technical guidance on data-related components of new system deployments or upgrades.
- optimisation.

### Team leadership and professional development

The Manager of ICT Services will:

- foster a collaborative and respectful team culture focused on problem-solving, innovation and service excellence;
- lead and manage the ICT Services team to deliver high-quality, responsive and student- and colleague-focused support across the College;
- establish clear task priorities and performance expectations, and ensure timely completion of support tickets, projects and maintenance schedules;
- provide coaching, mentoring and technical guidance to support staff, and encourage professional learning aligned to College needs and individual goals;
- ensure appropriate handover, documentation and knowledge-sharing practices are in place to support team continuity;
- conduct regular team meetings and performance check-ins to support accountability and growth;
- ensure the team remains informed of changes to College systems, policies and digital platforms; and
- model ethical conduct, discretion and a commitment to the College's Marist values in all interactions.

### End user services and device management

The Manager of ICT Services will:

- oversee the College's end user support services, ensuring timely, respectful and solutions-focused assistance to staff, students and families;
- manage the provisioning, configuration and lifecycle of staff and student devices across both campuses;
- support the effective delivery of the College's student device program, including setup, deployment, troubleshooting, and returns;
- oversee the performance and operation of ICT support tools, including helpdesk ticketing, remote management platforms and asset tracking systems;
- ensure appropriate software deployment and version control across all user devices and platforms;
- work collaboratively with teaching and professional staff to identify opportunities for improved digital workflows or support;

- lead user communication around planned outages, new deployments and digital updates;
- ensure staff receive timely assistance with the operation and basic use of College software, applications, and digital systems;
- working with the ICT Strategic Committee and the ICT Operations Committee, develop and coordinate user training, documentation and change management initiatives to support the successful adoption of new systems and processes;
- ensure audio-visual (“AV”), printing and classroom presentation systems are maintained, accessible and fit for purpose; and
- monitor and report on ICT service performance, including helpdesk responsiveness, uptime and incident resolution metrics, to drive continuous improvement.

### Strategic planning and innovation

The Manager of ICT Services will:

- together with the ICT Strategic Committee, lead the development and implementation of the College’s ICT strategic plan in alignment with broader school improvement and operational goals;
- identify emerging technologies and assess their relevance and potential value to teaching, learning, administration and community engagement;
- prepare business cases and implementation plans for new ICT initiatives, with consideration of cost, impact, risk and integration requirements;
- provide strategic advice to the Director of Business and College Executive on ICT directions, opportunities and constraints;
- contribute to school-wide planning processes, including capital development projects, digital capability planning and systems innovation;
- maintain awareness of developments in education technology, data management, cybersecurity and school IT governance;
- contribute to policy development and procedural guidance to support consistent, future-focused digital practices;
- foster a culture of innovation, adaptability and continuous improvement within the ICT Services team and across the College; and
- contribute to ICT governance, including maintaining the ICT risk register and supporting compliance audits or regulatory reviews.

### Vendor, budget, and procurement oversight

The Manager of ICT Services will:

- manage ICT-related procurement in accordance with College financial procedures, ensuring value for money and alignment with technical standards;
- liaise with vendors, contractors and service providers to manage supply, licensing, maintenance and support agreements;
- oversee software licensing compliance and subscription renewals for College-wide platforms and services;
- provide input into the ICT capital and operational budgets, including forecasting, lifecycle planning and pricing research;
- monitor ICT expenditure against budget and report variances or emerging pressures to the Director of Business;

- contribute advice to the planning of new building projects to ensure ICT infrastructure, services and specifications are included in early design stages;
  - coordinate warranty and repair claims, ensuring minimal disruption to service delivery; and
  - review and evaluate vendor performance, identifying opportunities for service improvement or cost
- Communications and event support

The Manager of ICT Services will:

- oversee the operation and availability of College communications systems, including phones, voicemail, messaging platforms and video conferencing tools;
- support the setup, testing and technical delivery of ICT and audio-visual components for College events, presentations, liturgies and assemblies;
- ensure appropriate technical support is available during key College functions, including external bookings or after-hours events as required;
- manage digital signage, display screens and campus-wide broadcasting systems;
- liaise with staff to understand event requirements and coordinate ICT support accordingly;
- maintain documentation for repeatable event setups and equipment use; and
- assist with the evaluation and improvement of communications and AV solutions across the College.

## General

The Manager of ICT Services will:

- perform any other duties in line with the classification of the role, as required from time to time at the discretion of the Principal;
- support the broader operations of the College through a collaborative and solutions-focused approach; and
- contribute actively to the life and mission of Sacred Heart College as a Marist school.

## Screening and compliance requirements

The employee must hold and maintain the following certifications and clearances throughout their employment:

- a current Working with Children Check (“**WWCC**”) in accordance with Catholic Education SA (“**CESA**”) requirements;
- approved Mandatory Notification training (Responding to Risks of Harm, Abuse and Neglect – Education and Care);
- a current First Aid certificate or qualification (as applicable to the role);
- any additional certifications, registrations, or qualifications necessary for the safe and effective performance of the role; and
- an understanding of, and compliance with, all screening and clearance requirements applicable to employees, volunteers, and contractors.

## Workplace health and safety

Workers have a responsibility to:

- take reasonable care for their own health and safety;
- avoid actions or omissions that may adversely affect the safety of others;
- follow reasonable instructions related to health and safety; and
- cooperate with College policies and procedures related to WHS.

In practical terms this means to:

- using equipment and systems in a safe and appropriate manner;
- reporting hazards, incidents, or near misses promptly;
- participating in WHS training and induction as required; and
- following WHS guidance provided through CompliSpace and other College systems.

Staff in **Positions of Responsibility** or **Managers** (including **Manager of ICT Services**) are additionally required to:

- support WHS compliance across their areas of oversight;
- ensure staff under their leadership are aware of and follow WHS procedures;
- escalate unresolved or systemic WHS issues to the relevant College leaders;
- participate in incident investigations, risk assessments, or workplace inspections when requested; and
- respond appropriately to staff reporting work-related psychosocial concerns, such as conflict, bullying, or harassment.

### Behavioural expectations and fair treatment in the workplace

Employees of Sacred Heart College are expected to:

- uphold the Code of Conduct for Staff Employed in Catholic Education SA;
- act professionally and respectfully in all interactions with students, families, and colleagues;
- comply with policies and legislation related to equal opportunity, bullying, harassment, and workplace safety; and
- seek clarification or support if unsure about expected standards of behaviour.

### Performance review

All employees are required to proactively participate in the College's Performance Development Program including periodic review

### Conditions of employment

Award:	South Australian Catholic Schools Enterprise Agreement 2020
Category:	Education Support Officer
Stream:	Resources
Classification:	Grade 6 with a discretionary allowance equivalent to POR 3
Prime location:	Marcellin Campus, Somerton Park and Champagnat Campus, Mitchell Park as required

### Reporting/working relationship

Line management from:	Director of Business
Committee Memberships:	ICT Strategy Committee ICT Operations Committee (Chair)

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### References

Institute of the Marist Brothers of the Schools. (2023). *In the footsteps of Marcellin Champagnat: Marist educational mission* (2nd ed.). Rome: Marist Brothers – Secretariat for Education and Evangelisation.