KINROSS WOLAROI
— SCHOOL —

Information and Communications Technology (ICT) Manager

Candidate Information Pack

Closing date: 13 June 2021

About Kinross Wolaroi School

Kinross Wolaroi School is a co-educational Independent School of the Uniting Church. The School has a strong history of excellent academic results along with a diverse co-curricular program. Kinross Wolaroi School is a non-selective school with over 1100 students (including 330 boarders in Years 7 to 12), located in the NSW Central Tablelands in the city of Orange. The School has a proud tradition of educating young people in an environment where ideals are based solidly on friendship, spirituality, the security of family values, hard work and the pursuit of excellence to the very best of one's ability. The School offers the unique opportunity for co-educational learning with separate boarding sites for boys and girls. Students are provided with a holistic education with a varied curriculum to meet the diverse needs of our students.

The School has two main campuses. The main campus, called Wolaroi, is a picturesque campus of 20 hectares and accommodates the main teaching facilities as well as the boarding facilities for boys boarding. A second campus, called PLC, is located approximately five kilometres west of the main campus (on the opposite side of the city of Orange) and houses the girls' boarding facilities, a number of staff residences, a recreation and examination centre, an outdoor swimming pool and playing fields.

All classroom activities (the normal school day activities) for all students enrolled in the Early Childhood Centre and in classes from Kindergarten to Year 12 occur on the Wolaroi Campus. The main campus also includes a performance theatre, an auditorium, a sports complex including gymnasium and indoor swimming facilities, a medical centre as well as five playing fields.

Support for the culture and ethos of an Independent Uniting Church School is an essential prerequisite.

For more information on the organisation, please visit www.kws.nsw.edu.au. Among other information, on the home page can be found a helpful 'pictorial tour' and also a video, 'Every story has a beginning', which provides a good insight into the School.

POSITION OBJECTIVES & RESPONSIBILITIES

This is a senior level position reporting to the Business Manager.

The ICT Manager (the Manager) assumes management accountability for all areas of the School's ICT infrastructure and service delivery, playing an important role in the implementation and management of information technologies to achieve the School's Strategic Plan in alignment with the School's Mission, Vision and Values. The Manager works closely with all staff and business partners to develop and implement ICT strategies to meet immediate and long term KWS business objectives. The Manager also provides oversight of desktop support to all staff at the School across a diverse range of systems and applications.

As the leader of the ICT team, the Manager will provide leadership across the implementation and support of technology that assists the School's teaching & learning and administrative support operations. The Manager will be expected to support the School's operations across all areas of information and communication technology, with demonstrated experience in resource planning, project management and change management.

The Manager will have a passion for technology and education with proven leadership and decision-making skills which will be utilised when developing and overseeing School-wide technology policies, procedures, services, and facilities. Being a 'hands on' position, the Manager will have the ability to develop and lead strategic and operational initiatives; will have proven supervisory and staff development skills; and will possess exceptional communication and customer service skills.

On a daily basis, the Manager will be responsible for leading, supervising and mentoring the KWS ICT team, act as the primary contract manager for the School's managed support services and will work collaboratively with senior academic staff to develop effective strategies for integrating technology into the curriculum.

The Manager can expect to liaise with:

- The Principal
- Senior Management Team (SMT)
- Heads of Boarding Houses
- Parents
- External organisations including other schools

- The Business Manager
- Heads of Department
- Staff
- Students
- Association of Independent Schools

POSITION DESCRIPTION

Duties related to the position include, but are not limited to the following:

Key Word	Duties
Portfolio Leadership	• Provide leadership across all ICT operations and infrastructure within the School; ensuring that an appropriate technical support framework is in place, including the management and service delivery. • Manage an ICT strategy that supports the School's Strategic Plan. • Develop an annual ICT plan, operating budget for ICT and monitor the implementation of both to ensure targets are met. • Be responsible for researching and evaluating new technologies; liaising with the SMT to source ICT solutions that support curriculum objectives. • In consultation with the Business Manager, investigate and implement hardware, software and ICT infrastructure which is sustainable and responsive to the needs of the School and in line with the School's ICT strategic planning.
Departmental Leadership	• Demonstrate effective leadership of the ICT team to enable the development of a positive and engaging department, who are highly focused on efficiently meeting the needs of the School and who embrace technological change. • Coach the ICT team to prioritise work to meet outcomes, monitor workloads, review progress of projects and provide meaningful, timely feedback to staff. • Provide administrative direction and support for daily operational activities of the ICT department (including contractors). • Be accountable for the management, mentoring and career development of all ICT staff and for performance of their duties (including contractors).
Planning	• Set the strategic direction for the School's ICT in consultation with the SMT. • Develop and implement an effective model of service regarding the provision of Information Communication and Technology services, through effective communication with all members of the School and wider KWS community. • Identify a set of key deliverables and the standards of delivery to be achieved by the ICT department. • Negotiate service level agreements with both internal and external vendors and service providers and, working with the ICT staff, monitor service delivery to ensure the agreed targets and standards are met.

Key Word	Duties
Strategic Management & Innovation	• Provide strategic advice to the Business Manager concerning current and future focused effective practices in relation to ICT. • Analyse and determine the current and future ICT needs of the organisation including systems integration in collaboration with key stakeholders and develop solutions to satisfy those needs. • Manage and advise on software selection, ensuring that selected software fits within the ICT strategy and plan, and will work successfully with current infrastructure, and that it meets identified needs, and supports the mission, vision, and requirements of the School.
Operations Management	• Ensure the continuous delivery of effective, efficient and reliable technical support, network connectivity, classroom AV and print services with appropriate administration, hardware and software resources. • Ensure ICT systems and network are robust and minimal downtime occurs whilst maintaining overall responsibility for the development and management of the School's web activities – website, portal and all web applications. • Identify and resolve problems related to network infrastructure, hardware, software, operating systems and office productivity applications. • Manage third party vendors to organise warranty and repairs of ICT equipment; negotiating resolutions where appropriate. • Manage the availability of software (including licenses). • Ensure that all ICT breakages, issues and support requests are recorded and managed to resolution in accordance with the priority schedule.
Project Management	• Prepare ICT business cases, including cost-benefit analyses, cost estimates and alternate options for critical ICT projects. • Plan, design, coordinate, direct and deliver ICT projects according to agreed priorities and timelines and within and the available level of resources. • Manage implementation of new ICT equipment, infrastructure and systems on time and budget; including thorough pre-implementation testing.

Key Word	Duties
Security & Data Integrity	• Ensure the security of all ICT services, including a developed outline for appropriate access levels to information systems and developed ICT security policies/procedures. • Maintain the integrity and security of systems, data, networks, applications, documents and records through regular housekeeping, preventative maintenance and back-up procedures. • Maintain robust cyber security, risk mitigation and authentication account management protocols. • Develop and maintain ICT Business Continuity and Disaster Recovery plans to mitigate crisis and disaster risk and regularly test said plans.
Communication, Customer and Stakeholder Relationship Management	• Develop a coordinated strategy for the communication of proposed ICT changes to effected or impacted members of the School community. • Develop and maintain a positive and customer-focused team environment within the ICT department. • Liaise with the Head of Marketing and Engagement to ensure the technology systems meet the School's communication requirements. • Act as the conduit between suppliers, contractors, management and support to review and manage technical issues and escalation.
Procurement & Budget Management	• In consultation with the Business Manager, implement and manage the School's ICT infrastructure and systems within approved budget and resource allocations. • Provide professional advice to the Business Manager regarding any tender process to ensure the cost-effective purchase of hardware, software, equipment and associated services. • Manage ICT capital and expenditure in line with the agreed ICT budget.
Compliance	• Devise, document and maintain ICT policies and procedures that ensure operational (business) continuity and compliance with relevant requirements. • Ensure proactive processes are in place in order to comply with Privacy legislation, including but not limited to, Notifiable Data Breaches. • Ensure compliance with all software and ICT services licensing. • Supervise Copyright and ensure that all software is used within the limitations of the licensing arrangements.

Key Word	Duties
Reporting	• Provide the Business Manager with regular reporting on the overall efficacy of the of the School's ICT resources, making change recommendations as required. • Ensure timely and accurate documentation and reporting of all completed works and projects undertaken according to relevant requirements and processes.
General	• Attend to any other matters thought appropriate for the position and consistent with the skills of the incumbent as directed by the Business Manager.

Professional Review

This position description as outlined above is intended as a framework for professional review. The School reserves the right to alter roles and responsibilities requirements as required.

Reporting

In all matters concerning their employment, all employees are ultimately responsible to the Principal. However, in relation to this role, for practical purposes these functions are delegated to the Business Manager (the Supervisor).

SELECTION CRITERIA

General Expectations for staff at KWS:

- Support for the culture of an Independent Uniting Church School is an essential prerequisite for all employees.

- Serve as good ambassadors of the School. This includes conducting oneself in accordance with the professional standards of the School, including being well-groomed and professionally attire.

- Take an active interest in the general life of the School – supporting policies, procedures, aims and objectives to facilitate the day-to-day operation of, and promote a high quality of education within, the School.

- Attend staff meetings and training when required.

- Ensure all students and parents are provided with a quality service in a timely, efficient, and friendly manner.

- Maintain professional confidentiality concerning information about staff and/or students and their families.

- Act as a member of a team, developing and supporting the philosophy and ethos of the team.

- Ensure that all documents are prepared and presented in accordance with the School's *Style Guide*.

Personal Qualities

- Willingness to support the Mission and Values of KWS.

- Highly developed interpersonal skills with the ability to develop and maintain constructive working relationships at all levels across diverse groups, including teaching and non-teaching staff.

- Demonstrated strong customer relations skills, user focus and genuine desire to assist.

- Ability to remain calm under pressure.

- Demonstrate a high degree of discretion, initiative, and personal organisation.

Essential Professional Criteria

- Minimum five years of experience in a senior ICT role.

- Demonstrated superior technical ICT skills and knowledge of contemporary ICT best practice.

- Demonstrated ability to articulate a vision for ICT, and to develop strategic and operational plans.

- Demonstrated ability to provide strategic focus in addition to operational and technical expertise.

- Demonstrated track record in ICT project management, excellent organisational, workload planning and time management skills, ability to manage varied and conflicting demands to agreed standards and timelines.

Essential Professional Criteria (continued)

- Demonstrated understanding and appreciation of the risks associated within the ICT environment, and an ability to articulate and develop effective strategies to minimise such.

- Demonstrated ability to exercise sound judgement and carry out instructions with minimum supervision, but also to work collaboratively as an effective team member.

- Demonstrated knowledge and skills in systems integration and evaluation and vendor / contractor management.

- Demonstrated ability to build and maintain a strong IT team with the proven capacity to develop and manage an area of activity, including setting directions, monitoring workflows, supervising staff and providing feedback, managing performance resolving grievances and facilitating change management.

- Demonstrated ability to express and communicate complex technical concepts simply, both verbally and in written form.

- Demonstrated support for, and the capacity to develop and maintain an organisational culture based on ethical, professional and personal behaviours.

Desirable Professional Criteria

- Tertiary qualifications (Degree or Masters level) in an ICT field; with a demonstrated commitment to ongoing professional learning and development.

- Prior experience and proven success in managing information technology resources, staffing and services in an educational environment.

Working with Children Clearance

The *Child Protection (Working with Children) Act 2012* (NSW) applies for anyone working in child related employment. It is expected that a verified Working Children's Check Clearance will be provided before commencement of duty for any role at the School and that the employee will ensure this clearance is maintained and updated as required whilst ever employed at KWS.

Workplace Health & Safety

- Be informed of and comply with WHS legislative and associated requirements (as employer makes information available, employee is to take steps to understand how it applies to self).

- Observe Kinross Wolaroi School WHS Protocol.

- Identify WHS information and training needs for self.

- Be involved in WHS projects according to priorities set by consultative processes and management direction.

- Comply with WHS initiatives as directed and agreed with management and consultative processes.

Workplace Health & Safety (continued)

- Comply with safe work procedures as instructed by supervisor or manager.

- Comply with legal and reasonable instructions from employer representatives.

- Report all hazards, accidents and incidents to your supervisor and comply with WHS committee recommendations.

APPOINTMENT CONDITIONS

The role is a permanent full-time position and will require attendance on School business 8.30AM to 4.36PM Monday to Friday.

Employment will be offered subject to a period of probation, defined as six months in accordance with the *Fair Work Act 2009* (Cth).

The terms of employment are governed by the Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2017 (MEA) as it applies from time to time, or any industrial instrument that replaces the MEA. The position is classified at the Administrator Level 4.2 Grade of the MEA. The total salary component, paid in substitution for the rate specified at Administrator Level 4.2, in 2021 is $142,721 plus superannuation at the SGC rate. The positon is subject to a period of probation, defined as six months in accordance with the *Fair Work Act 2009 (Cth)*.

Comprehensive terms and conditions of appointment will be the subject of a separate employment agreement.

Right to Work in Australia

Kinross Wolaroi School is not in a position to sponsor entry into Australia. In applying for an Australian based position you will be expected to already have a valid Australian work permit (permanent residency or applicable work visa). Information on Australian visas and working entitlements are available from the Department of Immigration.

APPLICATION

To make a confidential enquiry about the position, please contact Madeleine Thomas, Human Resources Advisor on 02 6392 0484 or mkthomas@kws.nsw.edu.au.

Before submitting your application please ensure that you have:

- Carefully reviewed the position description and ensure that you understand the role you are applying for and that it is suited to your skills, experience and qualifications.

- Your cover letter is the School's first opportunity to assess your suitability for the position. Your letter should provide insight into not only what you have achieved but also who you are.

- Please ensure that you have addressed the Essential Criteria in your cover letter.

- Ensure that your CV clearly outlines your qualifications (including the institution and the date completed), career history and current contact details. The CV should clearly detail achievements under each position held preferably in point form and focusing on challenges and how you resolved them.

- You will need to include at least two referees at the end of your CV. Please provide referees names and current positions. Referees will not be contacted without your prior agreement.

Your cover letter and CV can be submitted to mkthomas@kws.nsw.edu.au or addressed to

Ms Madeleine Thomas
Human Resources Advisor
Kinross Wolaroi School
Locked Bag 4
ORANGE NSW 2800

Preferred applicants will be screened in accordance with Child Protection legislation.

The Recruitment Process

Below is some information on how the recruitment process works at Kinross Wolaroi School and expected timeframes:

- All applicants will receive an acknowledgment of receipt within two working days. If you have not received an acknowledgement, you should contact the School to confirm receipt.

- The initial shortlisting process will be completed within two weeks of the closing date.

- First round interviews are scheduled for shortlisted candidates either face-to-face, via telephone or via skype within two weeks of the closing date.

- Referee checking of the preferred candidates happens in the week following the round of interviews. Referees will not be contacted without prior permission.