



Title of Position: IT Manager

Position Summary

Team Group:	Administration	Immediate Responsible Officer:	Business Manager
School Unit:	Administration Services	Reporting to:	Principal
Staffing Group:	General Staff	Executive Leader:	Principal

Position Details

Type of Appointment:

Employee Category: Permanent Ongoing

Agreement Type: Permanent

Time Classification: Full Time

Salary to be negotiated with the successful applicant based on skills and experience.

The role can be undertaken as a hybrid working arrangement.

Ordinary Working Hours

Weeks per year: 48

Number of hours worked per week: 38 hours

Broad Purpose of Position

The IT Manager is responsible for managing and maintaining the College's IT infrastructure, complying with industry standards and cyber security best practices.

As this is a support role covering a wide range of technologies, staff members are expected to have a strong generalist IT support background with a sound knowledge of advanced networking technologies.

The IT Manager also works closely with the IT Support Coordinator and eLearning Coordinator in ensuring that a high level of support is provided to the College.

Reporting Relationships

The IT Manager will report to the Business Manager and the eLearning Coordinator.

Child Safety

Mid North Christian College is committed to child safety. All allegations and safety concerns will be treated very seriously and consistently with our policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow. The College has a very clear Staff Code of Conduct and a Child Safety Code of Conduct that all staff members must abide by. We support and respect all children, as well as our staff and volunteers. Each member of staff at Mid North Christian College must be committed to preventing child abuse and identifying risks early, and removing and reducing these risks, by helping to build a culture of safety. It is essential that each staff member is familiar with and correctly implements the College's Child Safe Environments Policy and Procedures.

Job Description

Summary of Key Responsibilities and Duties

Systems & Database Management

- Maintain, manage and update the College's network infrastructure, including servers, switches, routers, and firewalls
- Ensure there are proper systems and processes in place for the effective functioning of the College's IT requirements
- Provide technical support in new and existing software integrations
- Implement and maintain cyber security policies and procedures to mitigate security risks
- Support the maintenance of the College's switching and internet infrastructure
- Review and maintain IT documentation to ensure accurate records are kept
- Upgrade infrastructure and migrate data as required
- Perform routine and scheduled audits of all systems, including backups
- Liaise with external suppliers and contractors as directed by the Business Manager
- Co-ordinate and participate in IT disaster recovery exercises
- Support the Business Manager with infrastructure planning and execution

Support & Helpdesk

- Provide second and third level support for issues escalated from the IT Support Coordinator
- Use the IT Helpdesk system to respond to a diverse range of requests from staff and students
- Diagnosing and troubleshooting breakdowns and potential risks to system functionality and operations
- Support a safe working environment
- Liaise with vendors on behalf of the school for support enquiries
- Ensure that all jobs are ticketed in the system

Hardware

- Review build specifications for all College devices and coordinate planning for new devices to be built.
- Assist the IT Support Coordinator in configuring computers and iPads in accordance with the College's procedures.

Person Specifications

Personal Attributes

Essential Criteria

The ideal candidate will have the following essential requirements:

- An established, strong, and active personal commitment to the Christian faith
- Committed member of a local church congregation
- Highly developed interpersonal skills in communication, liaison and negotiation and problem-solving skills
- Strong organisational skills, initiative, and attention to detail
- Ability to work independently, be self-motivated and proactive
- Passion and enthusiasm for the IT industry

Skills and Experience

Essential Criteria

- High level verbal, written and ICT skills
- Strong understanding of switching and routing, including within the Ubiquiti suite of products.
- Knowledge and experience with Windows server Active Directory environments.
- Experience with server virtualisation technologies.
- Experience with Office 365 and Microsoft Intune MDM or SCCM
- Strong understanding of infrastructure backup technologies including Veeam.
- Previous experience within an ICT Helpdesk environment.
- Ability to troubleshoot and resolve problems effectively.
- Demonstrated knowledge of Work, Health and Safety principles and practices

Qualifications:

Essential Criteria

- Relevant tertiary qualifications in IT and appropriate industry/vendor experience
- Additional industry/vendor certifications would be an advantage
- Working with Children Check (Current and Cleared/Not prohibited)
- RRHAN-EC – Masterclass (must undertake the training within 3 months of starting work)
- First Aid Certificate