

Position Description

ICT Operations Manager

OVERVIEW

The ICT Operations Manager is a key position in growing and leading a culture of excellence, continuous optimisation and modernisation across all facets of ICT operations at Barker College. The role is instrumental in identifying, driving and delivering strategic ICT initiatives, managing infrastructure projects, and providing mentorship to a talented technical and service team.

In addition to overseeing the day-to-day operations of ICT in the School, the ICT Operations Manager is also responsible for instilling governance, standards, controls, and structure to ICT operations. It also provides regular operational system reports, audits, project plan updates and strategic advice on ICT operations to the Head of ICT and School Council ICT Steering Committee, as well as managing internal and third-party relationships to enable the School to achieve its strategic objectives.

CORE RESPONSIBILITIES

Drive Excellence

- Oversee essential ICT systems and ensure the seamless performance of operating systems, security tools, applications, email systems, and all hardware and software.
- Identify and act on opportunities to improve, enhance and update ICT systems and services.
- Develop, enhance, and implement ICT policy, procedures and best practice guides for the ICT systems and services.

Leadership & Mentoring:

- Lead, coach, and mentor the technical and service teams and encourage a high-performance culture focused on continuous improvement and excellence.
- Identify and facilitate opportunities for team training and skills advancement.
- Ensure staff are suitably trained or skilled to meet the current and future demands of their role.

Foster Efficiency & Innovation:

- Identify departmental needs and vulnerabilities while leveraging artificial intelligence, automation, process and other enhancements to enhance productivity and inform business decisions
- Continuously monitor and optimize systems to enhance performance, scalability, and security, implementing technical improvements aligned with business objectives.

Support & Incident Management:

- In conjunction with the Service team, ensure that SLA targets are met or exceeded to ensure high levels of service and operations across all functional areas of the School.

Vendor Management:

- Manage relationships with external vendors to build and maintain high performing partnerships, optimise service delivery, protect sensitive data, and control costs. Negotiate and maintain service level agreements (SLAs) that meet operational requirements.

Change Management:

- Adhere to and improve upon ICT change management processes, ensuring smooth transitions for system upgrades and new implementations. Communicate clearly with School Executive and stakeholders regarding the impact of any ICT changes. The ICT Operations Manager is a member of the ICT Change Advisory Board.

Project Management:

- Oversee the planning, development, evaluation, coordination and implementation of all ICT systems and projects.
- Ensure projects are delivered on time and meet business requirements.

Business Continuity:

- Partner with the Head of ICT on strategic projects, contribute to business continuity planning, and actively engage in creating a positive School community experience.
- Maintain and implement IRBC (ICT readiness for business continuity) and policies and procedures to ensure high availability and reliable performance.

Cyber Security:

- Own and oversee the security of ICT infrastructure, ensuring compliance with industry standards and proactively managing risks through frameworks, audits, and SIEM technologies.

The list of areas and responsibilities in this role description are seen to be indicative and not exhaustive. The Head of ICT or Head of Barker College may direct other duties, commensurate with the ICT Operations Manager's training and experience, at their discretion at any time.

This role description may be reviewed following a summative appraisal, or at some other time by negotiation.

KEY PERFORMANCE INDICATORS

- Delivery of highly available information systems and low Mean Time to Recover (MTTR).
 - High number of systems with tested IRBC plans.
 - High user satisfaction regarding use of ICT support and services within the School.
 - High percentage of annual ICT projects objectives met and delivered on time.
 - Low average percentage of systems and services with known or should be known vulnerabilities.
 - Appropriate average and median hours of ICT staff training.
 - Clear documentation of day-to-day procedures.
 - Timely escalation of issues to the Head of ICT where appropriate.
 - Maintain neat and tidy workplace.
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SKILLS AND KNOWLEDGE ESSENTIAL TO THE JOB

- **ICT Leadership:** Proven experience managing ICT functions with minimal direct reports, with a passion for technology, efficiency, and operational best practices.
- **Tech Savvy:** Strong knowledge of End-User Computing (EUC), ICT & Cyber security, Infrastructure, and the latest technology innovations. Ability to constantly learn new technologies and methodologies and apply them appropriately.
- **Adaptability & Problem-Solving:** Excellent analytical, diagnostic and problem-solving skills with the ability to manage changing priorities and resources effectively while anticipating and addressing operational needs.
- **Service Delivery:** Experience working across ITIL standards and services delivery, across incident, problem and change management, including a genuine customer service ethos and able to inspire the same in others
- **Communication Skills:** Excellent interpersonal and written communication skills to create clear, compliant documentation and foster strong relationships across teams.
- **Team-Oriented & Service-Focused:** Collaborative, consultative, and dedicated to delivering exceptional service and support, and the ability to work collaboratively with a wide range of people at varying technological skill levels.
- **Innovative & Future-Focused:** A hands-on approach to implementing cutting-edge solutions and optimizing ICT practices in a dynamic work environment.
- **Industry knowledge:** Knowledge of the education sector and the role and implementation of effective technologies within learning and business operations.

ESSENTIAL PERSONAL ATTRIBUTES

- Intelligent, lateral thinker.
- Innovative/creative personal style.
- Self-assessing to ensure consistency in achieving high performance of projects and strategic plans.
- Exceptional personal standards of honesty, integrity and professionalism.
- Strong motivation, influencing and team-building skills.
- Strong negotiation skills.
- Highly refined communication skills, both written and oral.
- Excellent presentation skills.
- Ability to prioritise work schedules by being self-directed and motivated.
- Ability to work both independently and as a proactive member of a team.
- Ability to support the Christian values and ethos of the School.
- An interest in current technology trends, especially in how they relate to education and learning.

ACCOUNTABILITY

Child Safety

Barker College has an abiding commitment to the safety, protection and well-being of all children and young people in our care. All staff members will be held accountable for ensuring adherence to the policies of the School, in particular those relating to the safeguarding of children.

General

Breaches to a staff member's responsibilities and/or authority will be managed through the School's Disciplinary Management Procedures. This defined accountability is underpinned by the Barker College Staff Code of Professional Practice, Complaints and Performance Management procedures.

Work Health and Safety

All staff members will be held accountable for their actions and omissions where it affects their own or another person's workplace safety.

SPECIAL CONDITIONS

- This is a leadership and professional position within the Barker ICT Department and will be required to work flexible hours as might be required from time to time.
- The incumbent of this position should be prepared to undertake any additional training to develop and compliment this position.
- Performance will be measured against objectives set

QUALIFICATIONS

- Tertiary qualifications in Computer Science, Information Technology, IT Project management or related field
- Experience in the delivery of successful ICT systems and solutions in a large organisation with a geographically diverse environment.
- Experience in ICT team leadership and management.
- Excellent knowledge and previous working experience in developing and implementing ICT strategies.
- Experience in ICT management in an education facility would be an advantage, but not essential.
- Accreditation in Service Management methodologies such as ITIL would be an advantage, but not essential.

ORGANISATION CHART RELATIVE TO POSITION

The Immediate Manager: Head of ICT

This position: ICT Operations Manager

Reports: Audio-Visual, Cyber Security, Engineering and Service Teams

APPROVAL

This position description accurately details the primary duties and responsibilities of the ICT Operations Manager.

Approved by the Head of ICT on 11 November 2024.

ACCEPTANCE OF POSITION DESCRIPTION

Position description accepted by:

Name of Staff Member: _____

Signature of Staff Member: _____

Date: _____