POSITION DESCRIPTION

TITLE: **Network and Systems Manager**

PERIOD OF EMPLOYMENT: **Permanent Full Time**

Commencing January 2018

REPORTS TO: Principal via Director of Learning Technologies

Conditions of Employment: The terms and conditions of employment are according to the *MEA 2017 Independent Schools NSW (Support and Operational Staff) Multi Enterprise Agreement.* This is classified as a Level 4 Senior Clerical Office.

PHILOSOPHY:

The care of and interest in the individual student is one of the most important aspects that differentiates Pittwater House from other education institutions. Differentiating between the sexes and maximising the pedagogical needs of each gender is a core aim of Pittwater House School.

Providing the students with an academic, relevant, global, 21st century educational experience that encourages the use of technology and critical thinking skills is central to the Pittwater House service.

Honesty and Integrity are the first of the Pittwater House Core Values and need to be reflected in staff attitude towards all areas of the school.   Confidentiality of records and information, both personal and corporate, is of paramount importance. In all dealings with parents, students, staff and members of the public your approach needs to reflect the high standard and reputation of the Schools and your actions need to be in accordance with relevant laws.

POSITION OVERVIEW:

Purpose

The Network and Systems Manager is responsible for the oversight of the system management and network support of the School's technology infrastructure and resources.

The position will require a pro-active approach to ensure that school wide systems enhance both the administrative and the learning and teaching activities of the school as well as ensuring outstanding network and systems performance. Due to the small makeup of the team this position will often need to take a hands-on approach to system installation and maintenance.

The Position

Taking the lead in Network Infrastructure and System Management:

- Provide technical oversight of architectures in a broad range of network and security technologies. Strong knowledge on Wireless, Switching and Routing will be highly regarded;
- Provide support to multi-vendor Wi-Fi Network including HP, Aerohive;
- Lead the technical support in primarily a Microsoft platform environment, including MS office, Active Directory, Exchange Server, Virtualisation and Storage;
- Monitor existing IT procedures and processes, recommending areas for development/improvement;
- Lead the management of service transitions through the planning and scheduling of infrastructure projects, including liaising with vendors and communication with key stakeholders;
- Drive release and deployment management through the preparation and deployment of computer images to ensure images are reliable, complete and efficient;
- Log, document, and coordinate repairs for School-owned IT equipment;
- Ensure asset records are maintained, including warranty information;
- Mentor technical staff, undertake quality assurance of their work and act as the point of escalation.
- Champion the development of internal and sharing of external knowledge base articles to assist with knowledge sharing;
- Be prepared to set aside time to identify areas of development and testing of new systems, ideas and workflow strategies.

Availability Management

- Lead IT service continuity management;
- Take ownership of security infrastructure solutions: Anti-Virus applications, Intrusion Prevention System, Intrusion Detection Systems;
- Ensure Disaster Recovery Strategy and Business Continuity Planning is maintained including Backup technologies;

- Maintain vendor supported Firewall technologies including Content control;
- Demonstrate an ability to interpret/apply standards, policies and legislation (e.g. ISO27001, PCI DSS, COBIT, SOX, DPA, HMG SPF)

Membership of the Learning Technologies Team

- Liaise closely with the Director of Learning Technologies and the Learning Technologies Support Desk Manger to ensure a comprehensive and collegial alignment to the vision of the Learning Technologies Team;
- Be prepared to work across teams when required;
- Monitoring, trend identification and reporting of IT system requirements in order to identify areas of escalation;
- Assist in the development of forward planning in areas such as: SOEs, annual budget preparation, hardware selection and technological innovations.
- Adhere to and enforce ethical behaviours, security processes and procedures to ensure protection of information and school systems.
- Meet expectation of all School policies including Child Protection Procedure and Workplace Health & Safety.

Required Skills & Experience

- 2+ years of experience in an IT Support role;
- Qualifications in IT: Relevant Certificate 3 or above and/or current Tier 1 vendor and/or Tier 2 vendor industry certifications. Industry certification such as: MCSE or MCSA are highly regarded;
- Previous experience in managing a small team would be highly desirable;
- Previous experience in a school or not for profit organisation would be desirable.

Other Must Haves

- Have passed or be able to pass NSW Working with Children checks;
- General understanding of business etiquette as this applies to a school context;
- Have permanent residency or citizenship status in Australia;
- Excellent written communication skills;
- Advanced level of analytical and problem skills;
- Can-Do attitude especially when faced with challenges;
- Ability to work both autonomously and as part of a team

Performance:
There will be a review of the role at the end of the initial term of employment

29th November 2017