Duty Statement

Position title:	ICT Manager
Effective date:	July 2025
Position status:	Full time (1.0 FTE) Fixed for 12 months
Days of work:	Monday to Friday
Hours of work:	8.00am – 4.00pm
Award: Agreement:	Educational Services (Schools) General Staff Award 2010 Lake Joondalup Baptist College Inc. Operational School Staff Agreement 2018
Reports to:	Executive Business Manager and Principal

About the Position

The ICT Manager is responsible for leading the strategic planning, implementation, management, and security of the school's ICT infrastructure. This role ensures that ICT services support teaching, learning, and administrative functions effectively while aligning with the school's educational goals. The ICT Manager will provide strategic and technical leadership in the development and innovation of the College's digital infrastructure, oversee ICT support staff, and lead technology related projects. With a focus on enhancing the digital learning environment and improving operational efficiency, the ICT Manager will play a key role in delivering the College's digital strategy and driving future focused technological initiatives.

Key Responsibilities:

1. ICT Strategy & Leadership

- Develop and implement the school's ICT strategy in alignment with educational and operational goals.
- Advise senior leadership on ICT trends, risks, and opportunities.
- Establish ICT policies, procedures, and best practices to ensure effective governance and compliance with regulatory requirements.
- Manage ICT budgets and procurement, ensuring cost-effective and future-proof solutions.

2. Systems & Network Administration

- Proactively maintain IT infrastructure, including system patches, firmware updates, upgrades, and log management.
- Configure, manage, maintain, monitor, and troubleshoot wired and wireless network infrastructure.
- Administer and manage the school's Microsoft 365 tenants, including Azure AD, Exchange, Teams, OneDrive, Intune, Defender, SharePoint, Power BI, and Autopilot.

- Provision and manage virtual machines and install operating systems such as Windows and Linux.
- Administer Windows Servers, Domain Controllers, Active Directory, DNS, DHCP, Hyper-V, and firewalls.
- Maintain and audit firewall policies, authentication protocols, and security logs.
- Manage network devices including switches, routers, access points, and IoT devices.
- Configure and maintain systems such as security cameras, PA systems.
- Oversee third-party applications including MDM solutions, endpoint protection, cloud email security, and visitor sign-in systems.
- Manage landline and mobile communication infrastructure and services.
- Monitor backups, test offsite replications, and perform data recovery tasks.
- Participate in disaster recovery and business continuity processes.
- Procure and refresh hardware for staff and students, providing cost estimates for budgeting.
- Maintain documentation of standard operating environments, IT processes, and change management.
- Liaise with vendors for procurement and solution delivery.
- Research, test, and report on new solutions in controlled environments.
- Generate reports and metrics on network performance, system updates, and IT operations.
- Provide cybersecurity education and ensure data protection compliance with relevant regulations.

3. **Technical Support & Training**
- Oversee the implementation, maintenance, and ongoing improvement of the College's core systems, including TASS (Student Information System) and Schoolbox (Learning Management System). Provide technical and development support in collaboration with ICT support staff to resolve issues, enhance system functionality, and ensure seamless integration. Work closely with the Manager of Learning Technology to align the system capabilities with teaching and learning needs and to support staff in effective day-to-day use.
- Serve as an escalation point for IT support and ensure timely resolution of issues.
- Create and manage user accounts, licenses, permissions, and devices for staff and students.
- Onboard and offboard users and devices in the network.
- Maintain accurate ticketing records and provide updates to users.
- Implement and manage OS imaging and deployment solutions.
- Decommission outdated IT assets and manage sale/recycling.
- Provide professional development for staff to enhance ICT competencies.
- Support the ICT team in daily operations and special projects.

4. **Project Management & Innovation**
- Lead ICT projects such as infrastructure upgrades and digital transformation initiatives.

- Explore and implement emerging technologies that enhance education and administration.
- Collaborate with curriculum leaders to effectively integrate ICT into teaching.
- Co-Chair the College Digital Innovation Committee.

5. Other duties
- Other duties as requested by the Principal, Executive Business Manager and other members of the College Leadership Team.
- Attend meetings as required.
- Undertake duties related to and attend the Annual Presentation (Awards) Evening and Graduation Evening.
- Attend and undertake duties related to other College functions as requested by the Principal.

Professional Review:

The Duty Statement description as outlined above is intended as a framework for professional review.

Qualities, skills and general expectations:
- A personal Christian faith and active participation in a church or Christian community.
- Alignment with the College's Statement of Faith and commitment to its values.
- Supportive, respectful relationships with board, leadership, staff, students, and families.
- Demonstrated integrity, impartiality, and transparency in decision-making.
- Ability to work under pressure, meet deadlines and manage several projects at one time.
- Strong commitment to excellence in customer service and professionalism in all activities.
- Commitment to a child-safe environment and compliance with all safeguarding policies.
- Maintain a safe and healthy workplace by following WH&S policies and reporting incidents.
- Hold or be willing to obtain a First Aid Certificate.

Qualifications / Requirements
- Tertiary qualification in Information Technology, Computer Science, or a related field.
- Experience in ICT management, preferably in an educational setting.
- Desirable:
  - Familiarity with educational software such as Microsoft 365 for Education and LMS platforms like TASS or Schoolbox.
  - Relevant industry certifications (e.g., Microsoft, Cisco, ITIL).
  - Experience supporting digital pedagogy and e-learning tools.
- Working with Children Check (mandatory) or proof of application prior to commencement.
- Nationally Coordinated Criminal History Check through Department of Education Western Australia less than six months old (mandatory) or proof of application prior to commencement.

- Right to work in Australia.

Essential Selection Criteria

- Strong technical expertise in systems administration, cloud platforms, network infrastructure, and cybersecurity.
- Demonstrated leadership and project management skills.
- Excellent communication skills and the ability to work collaboratively with all stakeholders.
- Budgeting, procurement, and vendor management experience.
- Thorough understanding of data protection laws and cybersecurity frameworks in Australia.

Commencement date

June 2025

Paul Sonneman-Smith

College Principal

April 2025

How to apply and additional information

Please visit the Employment section on the College website

https://www.ljbc.wa.edu.au/Employment.php and refer to the section 'Application Information'.

Please read through the information

- ✓ Staff Code of Conduct Policy
- ✓ Statement of Faith
- ✓ Employment Collection Notice
- ✓ Employment Application Form

All applications must be submitted with a completed Employment Application Form, this is available for download on the Employment page.

Please ensure that you have included the following documentation in your application:

1. Employment Application Form
2. Covering letter
3. Written response to the Essential Selection Criteria
4. Resume
5. Contact details of two professional referees

6. Certified copies of qualifications and academic transcripts
7. Proof of current registration with the Teacher Registration Board of Western Australia
8. Nationally Coordinated Criminal History Check through Department of Education (Western Australia) less than six months old, or undertaking to apply prior to commencement
9. Working with Children Check, or undertaking to apply prior to commencement
10. A written reference from your Pastor/Minister is desirable

Please submit your application by email and in **PDF Format** to: **HR@ljbc.wa.edu.au**

All applicants will receive a return email confirming that their application has been received. If you have not received this email within two days of sending your application, please contact the Human Resources Officer on 9300 7444.

Please note that only applicants who are shortlisted for interview will be contacted.

Closing date for applications: 4pm, Monday 5 May 2025