



## Information Technology Manager

<b>Position Title:</b>	Information Technology Manager
<b>Job Reference:</b>	240401
<b>Reports To:</b>	Director of ICT
<b>Nature of Employment:</b>	Ongoing Full-time (38 hrs/week, 48 weeks/year)
<b>Salary:</b>	To be negotiated

### College Overview

Emmaus Christian College is an independent, non-denominational Christian school. We provide high quality Christian education to children and young people who are from Christian families that are actively involved in their local church and other families who fully support the involvement of their children in the Christian teaching, life and expression of the school.

Emmaus Christian College is one school, two campuses. The Brooklyn Park Campus caters for ELC to Year 6. The South Plympton Campus caters for Foundation to Year 12.

Both campuses offer a seamless pathway to Year 12 where children who have been offered a Foundation to Year 6 position at Brooklyn Park, have at the end of Year 6, a guaranteed entry into Year 7 at the South Plympton campus.

At Emmaus Christian College we want our students to:

- **Belong** – to know others and be known
- **Flourish** – to discover and grow into who they are in Christ
- **Think** – to build their knowledge, apply their skills and discern the truth
- **Respond** – to respond to the call of God in their lives

### Key Purpose

The Information Technology Manager is responsible for managing the Information Communication and Technology equipment across all College campuses and ensuring it is operating in an efficient, safe and effective manner at all times. Primarily based at our South Plympton Campus with regular attendance at our Brooklyn Park Campus, this role involves effectively leading a small group of IT Technical staff, managing and delegating responsibilities. The IT Manager will promote and foster a strong customer service focus, supporting students and staff. The IT Manager will share responsibility with the Director of ICT to strategically plan and implement change so that the ICT network can best meet the needs of the College community.

(Note: Due to a collaborative partnership, this role is also broadly responsible for supporting Pilgrim School's IT services.)

### Key Responsibilities

**Team Leadership and Management:**



- Lead and manage the IT Technical staff and sub-contractors, ensuring effective delegation and completion of tasks.
- Foster a strong customer service focus, supporting students and staff with their IT needs.
- Strategically plan and implement changes in the IT infrastructure to meet the evolving needs of the College community.

**Operational Excellence:**

- Provide direct hands-on support to staff and students, ensuring exceptional service delivery.
- Identify and plan for future developments in IT infrastructure to support the College's strategic goals.
- Manage the IT Department's budget, ensuring cost-effective allocation of resources.
- Maintain a safe working environment in compliance with relevant health and safety regulations.

**Network and Security Management:**

- Maintain and monitor the administration and curriculum networks to ensure optimal performance.
- Develop, document, and enforce policies and procedures for network operations.
- Manage the security of the College's IT infrastructure, communication, and data to prevent unauthorised access and data breaches.

**Technical Expertise:**

- Oversee VLAN configuration and management, ensuring efficient network segmentation and traffic management.
- Manage the Google environment, Active Directory, SCCM, Intune/Entra, iOS, and Chrome device management to ensure seamless operation and integration.
- Ensure reliable backups and disaster recovery processes using Shadow Protect, Veeam or equivalent technologies.

**Service Delivery and Support:**

- Develop key performance indicators for network operations, including fast and reliable access for staff and students.
- Oversee the maintenance and repair of servers, devices, printers, scanners, and software utilities.
- Implement automated OS and software deployment to streamline IT operations.
- Manage IT service desk system, prioritising and addressing requests in a timely manner.
- Provide expedient assistance to teaching and administration staff as required.

**Professional Development and Collaboration:**

- Engage in professional development and actively enhance personal IT expertise, knowledge, experience, and skills.
- Work collaboratively and provide guidance (or training as required) to the ICT Team and College Leadership Team to fulfill specific objectives and strategies.
- Liaise with external service providers/technicians to explore technology developments and potential service improvements.
- Advise the Executive Principal or delegate on IT-related decisions, providing expert insights and recommendations.

## Working Relationships

- Reports to- Director of ICT.



- Internal liaisons- Executive Principal, Head of Business Services, Director of ICT, Teaching and Non-teaching staff of the College.
- External liaisons- College ICT Contractors, ICT Businesses, AISSA ICT Adviser, Christian Schools Australia.

## College Expectations

All staff are expected to:

- Be a committed Christian with a strong passion for Biblically-based Christian education.
- Contribute to the efficient and effective functioning of the team to meet College objectives by demonstrating appropriate and professional workplace behaviours, providing assistance to team members as required and undertaking other key responsibilities or activities as directed by the Principal, Director of ICT, or Head of Business Services.
- Perform their responsibilities in a manner which reflects and responds to continuous improvement.
- Support the policies and expectations of the College.

## Selection Criteria:

- Be a committed Christian with a strong passion for Biblically-based Christian education.
- Minimum of 3 years' experience in a similar role (school experience would be beneficial), with appropriate tertiary qualifications.
- Demonstrated experience in leading and managing IT technical staff.
- Strong commitment to customer service, with experience in providing direct hands-on support to a diverse group of users, including staff and students.
- Proven ability to strategically plan and implement changes in IT infrastructure, with a focus on meeting the evolving needs of an educational community.
- Strong communication skills (both verbal and written).
- Strong interpersonal skills including the ability to work collaboratively with a diverse group of stakeholders.
- Advanced technical skills in areas such as VLAN configuration, Google environment, Active Directory, SCCM, Intune/Entra, iOS, Chrome device management, Shadow Protect and Veeam with a focus on efficient network management and innovation.
- Expertise in maintaining and monitoring network performance.
- Demonstrated experience in managing an IT department budget.
- Strong advisory skills, and experience in IT decision-making processes.
- Valid Working With Children Check (WWCC) and RRHAN-EC Mandatory Reporting certification.

## Submitting Your Application

**Closing Date:** 9:00am Monday 6<sup>th</sup> May 2024

**Applicants should provide:**

1. A written application that addresses the selection criteria outlined in the position description.
2. Curriculum Vitae which provides full personal details, qualifications, previous employment and experience.



**Emmaus**  
Christian College

3. A completed 'Application for Non-Teaching Position Form', available via our website [emmauscc.sa.edu.au/about/employment](https://emmauscc.sa.edu.au/about/employment).

**Application submissions must be sent to [recruitment@emmauscc.sa.edu.au](mailto:recruitment@emmauscc.sa.edu.au) and include all three documents to be considered.**

For further information about this position, please contact Human Resources on 8292 3888 or email [recruitment@emmauscc.sa.edu.au](mailto:recruitment@emmauscc.sa.edu.au)