Role Description

Diocese of Toowoomba
Catholic Schools

Position details

Title	Manager: Information Services Operations
Employment status	Permanent, Full time
Classification	Professional Officer Level 6
Agreement	Toowoomba Catholic Schools Office Enterprise Agreement 2021-2024
Reports to	Chief Information Officer

1. Purpose

The Manager: Information Services (IS) Operations oversees the operational and tactical development and deployment of ICT infrastructure, networks, system tools, and support services across the Diocese of Toowoomba Catholic Schools (TCS). This role works collaboratively with the Chief Information Officer and ensures the delivery of robust technical support and systems administration by focusing on key areas of the service including, cybersecurity, system scalability, and operational excellence. Key responsibilities include fostering a culture of continuous improvement, leading a dynamic team, and leveraging technology to enhance the digital learning environment, underpinning this with a focus on service excellence.

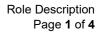## 2. Experience and qualifications.

Essential

- Empathy with the values and ethos of the Catholic faith
- Degree qualification in Information Technology or equivalent extensive experience in the Information Technology field
- Minimum of 10 years' experience in an ICT operational environment
- Minimum of 5 years' experience leading ICT technical and operational support teams
- Experience in delivering IT services across geographically dispersed organisations, ensuring consistent quality and performance across all locations
- Experience in implementing and managing cybersecurity protocols to safeguard organisational data and infrastructure
- Experience of information security protocols and how they align with Australian Privacy Principles
- Experience developing and managing an IT procurement plan that aligns to organisational standards, ensuring cost-effective and timely acquisition of hardware and software resources
- Experience in managing relationships with vendors and service providers to ensure quality and cost effectiveness, including the monitoring of service level agreements
- Experience of ITIL frameworks for managing IT services, including incident, problem and change management
- Experience using the Microsoft suite of IT management tools for efficient and effective operations
- Demonstrated ability to apply advanced strategic thinking to complex IT infrastructure problems
- Advanced interpersonal, communication and relationship building skills
- A current C class drivers licence and the willingness to travel, as required
- A current Blue Card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement

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Desirable

- Certification or experience in project management utilising industry standard methodologies (Prince2, PMBOK)
- Certificate or experience in change management using an industry recognised methodology
- Knowledge of the Australian Privacy Principles
- Experience working in the education sector

3. Key result areas

3.1 Provide leadership and operational management of IT and communication services at TCS, driving continuous improvement and optimisation across IT infrastructure, including, servers, networks and data centres, cloud services (Azure), backup and recovery systems and associated ICT platforms.

3.2 Lead and manage IS Operations and field support technicians, ensuring high-quality service delivery, and optimising the customer experience through measurable performance metrics and continuous feedback.

3.3 Foster effective collaboration and communication across teams to uphold high professional standards, ensuring alignment with organisational goals and successful operational outcomes.

3.4 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

3.5 Adapt to evolving organisational needs by undertaking additional duties as directed, ensuring all tasks align with the position's purpose and support effective and streamlined services

4. Statement of responsibility

While at work the position holder must

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply, as far as the position holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5. Statement of duties

The information detailed above is an accurate reflection of this position. Attached to this position description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

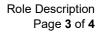We value   Dignity   Potential   Life   **Belief in a better world**

Duties Statement

Manager: IS Operations

5.1 Provide leadership and operational management of IT and communication services at TCS, driving continuous improvement and optimisation across IT infrastructure, including, servers, networks and data centres, cloud services (Azure), backup and recovery systems and associated ICT platforms.

- In collaboration with the Chief Information Officer, lead the development and management of TCS enterprise network and cloud-based infrastructure and associated systems and tools ensuring the network can support services and organisation objectives.

- Coordinate and negotiate ICT licensing agreements ensuring service level agreements and key performance indicators are aligned with TCS requirements.

- Provide strong vendor selection, management, and negotiation expertise.

- Respond strategically to changes in the ICT educational sector by providing advice to the Chief Information Officer in relation to ICT infrastructure improvements.

- Formulation and management of the ICT infrastructure budget.

- Management of the information systems security roadmap.

- Support schools in the development of school ICT and infrastructure planning in line with TCS strategies.

- Monitor and report on infrastructure usage and capacity issues.

- Develop and manage a dynamic support desk function, efficiently managing requests in line with agreed divisional service standards, while consistently ensuring exceptional customer service.

- Keep abreast of emerging technologies and trends to ensure alignment with TCS business objectives.

- Manage the Disaster Recovery Plan for all sites and ensure a backup plan is in place for critical data.

- Develop and update relevant service standards, procedures, and guidelines.

- Coordinate mentoring and training programs for ICT support personnel.

- Support the Chief Information Officer in the administration and management of TCS ICT Steering Committee including CEnet initiatives.

- Represent TCS in Queensland Catholic Education Commission and CEnet Committees as required.

- Provide support to capital works programs in the development and design of infrastructure projects and supervision of builders in relation to IT.

- Provide direction on physical security for TCS sites, consult with vendors and architects.

5.2 Lead and manage IS Operations and field support technicians, ensuring high-quality service delivery and optimising the customer experience through measurable performance metrics and continuous feedback.

- Manage and supervise the team of TCS ICT technicians servicing Catholic schools in the Diocese.

- Manage and supervise the team of TCS ICT systems administrators responsible for the upkeep and management of the organisation's technical infrastructure.

- Establish regular meetings with principals, key ICT staff and other stakeholders, to identify outstanding issues and to identify technological opportunities.

- Support College IT Managers and technology staff in the development and administration of school networks to ensure TCS standards and procedures are followed.

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5.3 Foster effective collaboration and communication across IS and the wider organisation to uphold high professional standards, ensure alignment with organisational goals and successful operational outcomes.

- Maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions, and seeking advice.
- Understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service.
- Establish and maintain effective, collaborative communication networks with internal and external stakeholders.

5.4 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS).

- Contribute as a member of the Finance, Infrastructure, and Information Services directorate to achieve the strategies set out in the TCS Strategic Plan and integrated strategies.
- Participate fully in annual goal setting, monitoring, and review of performance in collaboration with the Chief Information Officer.
- Attend professional development and team days as appropriate.
- Document and report on the progress of initiatives in the TCS Strategic Plan and integrated strategies as required.
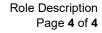
5.5 Undertake additional duties as directed, ensuring alignment with the role's purpose and compliance with relevant legal and industrial requirements.

- The employer may direct an employee to perform such duties as are reasonable within the limits of the employee's skill, competence, and training, consistent with the classification structure within the current agreement.
- Any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment.

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