Job Description

IT Manager

At Verdala International School (VIS), we believe that each employee makes a significant contribution to our success and that contributions should not be limited by the assigned responsibilities. Therefore, the job description is designed to outline primary duties, qualifications, and job scope, but does not limit the employee or VIS to only the work identified. It is a basic expectation that each employee will offer his/her services as required to ensure the success of our school.

Leadership Structure

Reports to: Director of IT Integration

Member of: IT Services Department
                Educational Technology (EdTech) Group

This is a non-teaching role

Purpose of Role

The IT Manager assumes management responsibilities related to all areas of the School's Information and Communication Technology infrastructure and consequently plays an important role in the selection, implementation and management of information technologies to achieve the School's IT Strategic Plan.

The IT Manager will be responsible for the supervision and workloads of employees within the IT Services Department. The IT Manager will liaise closely with the Director of IT Integration and external partners to ensure that the school's IT systems, hardware, software, and IT-related policies and procedures are kept up to date and fit-for-purpose, maintaining appropriate minimum standards and aspiring to an ever increasing development of the school's IT capabilities in all areas.

The IT Manager is expected to be proficient in providing a streamlined operation of the IT areas of the school in alignment with the school's objectives. He/She will have broad relevant technical knowledge with good leadership and management skills and experience, will demonstrate initiative and motivation, and will be a proactive problem solver who seeks innovative & sustainable solutions to the myriad challenges faced in a school environment.

Due to the nature of the role, the IT Manager will have access to a range of confidential matters and will often be required to provide support at the highest level of the school. A sense of propriety, integrity, and confidentiality will therefore be fundamental personal qualities of the person fulfilling this role.

The IT Manager will also have excellent written and verbal communication skills and will be comfortable communicating and working with a variety of people at various levels of expertise.

General Duties & Responsibilities

❏ Respond positively and strategically to the changing IT educational sector by providing advice to the Director for IT Integration for IT infrastructure improvement;
❏ Investigate and implement hardware, software and IT infrastructure, in consultation with the Director for IT Integration and Design & Technology Head of Department, that is sustainable and responsive to the needs of the School community and in line with the School's Strategic Plan;
❏ Devise, document and maintain IT policies and procedures that ensure operational (business) continuity and compliance with relevant requirements;
❏ Ensure that IT-related policies, procedures and practices are in line with GDPR;

❏ Ensure that sensitive information is handled and stored appropriately;
❏ Support the Board of Directors as necessary;
❏ Manage and optimise administrative systems, domain services, security, printers, backup, analytics, communication and business systems, school website, and any other IT services throughout the school;
❏ Sustain a program of managed endpoints for staff and a Bring Your Own Device(BYOD) technology program that meets the needs of staff and students throughout the school;
❏ Implement and manage the School's IT infrastructure and systems within approved budget and resource allocations;
❏ Lead an environment in which high quality services are delivered to staff, students, parents and volunteers of the School;
❏ Manage the appointment and relationship of strategic partnerships with IT hardware, software and service vendors;
❏ Coordinate security and risk management for information managed by, and on behalf of, the School;
❏ Apply a management framework to IT Services projects;
❏ Supervise IT Service Centre staff and their ongoing schedule of work;
❏ Be an exemplary professional role model for staff and students;
❏ Maintain a leadership position in IT activities in the sector;
❏ Initiate and access appropriate professional development for the IT Services team;
❏ Communicate with staff, students and parents on any IT queries that need to be addressed.

The IT Manager is responsible for the following administrative tasks, but not limited to:

❏ Develop and present budgetary needs and expenses of the IT Services department to the Director of IT Integration;
❏ Manage the allocation and monitoring of IT resources and prepare appropriate timely reports;
❏ Manage third party vendors to organise warranty and repairs of IT equipment, negotiating resolutions where appropriate;
❏ Undertake high level planning and/or implementation of policies and programs relating to operating systems, storage and networks;
❏ Build and create a professional development environment, enhancing the technical and client facing skills of the IT Services team to achieve strategic goals in line with the school's Personal Professional Growth model;
❏ Coach IT Services staff, prioritise work to meet outcomes, monitor workloads, review progress of projects and provide feedback where necessary to staff.

Other
❏ Additional duties as allocated by the Director of IT Integration and the Head of School

Key Selection Criteria
❏ This position requires an employee who has acquired a high level of skills and knowledge in order to provide professional advice in the role and area of expertise;
❏ Appropriate experience in the field;
❏ Possession of IS/IT tertiary qualifications;
❏ Current industry-based certificates that relate to the School's systems are essential.

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Essential

- ❏ Experience managing cloud-based services
- ❏ Understanding of server and client operating systems and applications used in school settings, including SSO, Exchange;
- ❏ Experience in managing software deployment;
- ❏ Demonstrated troubleshooting skills in networking, hardware & software;
- ❏ At least three years' experience in a Senior Systems Administrator role;
- ❏ Possess a high level of organisational and interpersonal skills;
- ❏ An effective communicator with all stakeholders;
- ❏ An ability to lead staff and build capacity;
- ❏ Have the ability to find solutions through creative thinking and collaboration;
- ❏ Have a service ethic;
- ❏ A willingness to be a member of a team and to work collegially with other staff members;
- ❏ High level of professional standards and conduct;
- ❏ Willing support for the Vision, Mission, Guiding Statements and Values of the School;
- ❏ Agree to undergo a Criminal History/Police Check conducted by the School;

Desirable

- ❏ Current Microsoft Certified Systems Engineer (MCSE) qualification;
- ❏ CCNA and experience in managing wired and wireless enterprise grade network topologies and firewalls;
- ❏ Experience in managing Google Workspace Domains
- ❏ Five years experience in a similar role

Reviewed Dec 2020