Role Description

POSITION TITLE:	Manager: ICT and Cybersecurity
TEAM LEADER:	Assistant Director: Business Services
TEAM:	Business Services
DATE:	August 2022

Organisational Tradition and Context

Diocese of Ballarat Catholic Education Limited (DOBCEL) is a company limited by guarantee, created to govern 58 schools located across Western Victoria. DOBCEL and its administrative arm, Catholic Education Ballarat (CEB) work together to support the leadership of all Catholic Primary and Secondary schools, to promote Catholic identity, to deliver quality learning, provide effective stewardship and nurture respectful and trusting relationships with the community.

The Executive Director of Catholic Education Ballarat acts with a delegation from the Bishop of Ballarat to organise, administer, support and service all matters related to DOBCEL Schools and Catholic Education Ballarat.

Our Vision

As partners in Catholic education and open to God's presence, we pursue fullness of life for all.

Our Mission

We journey towards this vision through:

- proclaiming and witnessing the Good News of Jesus Christ;

- ensuring quality learning that promotes excellence and fosters the authentic human development of all;

- living justly in the world, in relationship with each other and in harmony with God's creation;

- exploring, deepening and expressing our Catholic identity in diverse ways;

- enabling each one of us to reflect more fully in the image of God.

Role Purpose

The Manager of ICT and Cybersecurity will lead the design, deployment, system maintenance and security for DOBCEL and Diocesan schools and offices and provide advice and support to schools. The role will be responsible for ensuring effective and timely ICT solutions and support are offered. This position will lead the ICT Team with the following major responsibilities:

- ensure the ICT Team meets the high levels of service expectations of CEB and DOBCEL schools by providing pro-active, positive and timely advice and support;

- ensure high level ICT support to DOBCEL schools and offices so operational requirements are met;

- develop and maintain the systems architecture, defining standards and protocols for data exchange, communications, software, security and interconnection of network information systems;

- ensure system recovery plans are maintained in the event of power failure, damage to systems, cyber-attack, loss of data etc. This extends to evaluation of school sites to ensure data is protected;

- Provide a DOBCEL and Diocesan lens to remote monitoring and provide a proactive approach to monitoring and security;

- Identify key learnings and professional support material in relation to best practice to minimise cyber fraud such as phishing, malware, viruses, ransomware, and spyware for DOBCEL and Diocesan Schools.

Key Responsibilities

It is not the intention of this role description to limit the scope or accountabilities of the position but to highlight the most important aspects. The accountabilities described may be periodically altered in accordance with changing organisational needs.

Under the direction of the Assistant Director: Business Services, this role will be required to undertake the following responsibilities.

Operational Leadership:

- provide leadership and supervision for the DOBCEL ICT team by monitoring workloads, effectively communicating work goals and providing timely feedback;

- lead the ICT Helpdesk function and ensure that issues are being responded to in timely manner and escalated where appropriate;

- proactively detect and communicate incidents or system performance concerns requiring escalation to the Assistant Director: Business Services;

- design and implement annual operational plans to ensure ICT infrastructure capacity meets operational requirements;

- provide schools with advice related to best practices around network configurations, practices, security and IT related purchasing;

- review hardware and software acquisition and provide analysis or reasonable alternatives;

- conduct cost benefit analysis on proposed/recommended ICT solutions as required;

- Work collaboratively with the SIMON Team to ensure services and solutions have the correct alignment for business continuity and ongoing development;
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- oversee relationships with vendors for service and support of all systems;

- ensure that all CEB ICT areas are well maintained and are safe working environments.

Service Delivery:

- oversee the development, maintenance and communication of ICT system documentation, policies and procedures;

- ensure installation and configuration of new hardware and software systems and maintain software/firmware updates as required;

- develop clear communication plans for stakeholders about any planned ICT change management events, including outage notifications;

- ensure ICT induction checklists are followed for new devices including configurations to maintain fully operational devices;

- ensure all reasonable assistance is provided to CEB employees in the use of hardware including laptops, tablets, data projectors, and phone systems;

- provide expert remote and onsite support for schools, including but not limited to server/network infrastructure, administration and other onsite systems (printers, phones, websites etc.), and where practical, general end user ICT support;

- provide high level technical advice to schools on hardware/software solutions, including contacts, quote analysis and recommendations.

ICT Network and Systems:

- maintain core systems and provide escalated technical support as required;

- maintain the systems architecture and defining standards and protocols;

- design, configure and administer enterprise systems including server event monitoring, testing and application of updates;

- administration of server services platforms and applications such as printing, management and administration systems, email, anti-virus, content filtering, internet access (firewall), remote access and data backup;

- provide guidance in configuration, deployment and maintenance of Standard Operating Environments (SOEs);

- oversee warranty and non-warranty repairs of ICT infrastructure as required;

- maintain network and server documentation;

- maintain server room environment control and monitoring;

- maintain the security and confidentiality of data and passwords;

- ensure data backups are functional and checked to ensure restoration of data can be achieved;

- annually review policies regarding the retention of data for CEB;

- facilitate the correction of any system failures.

ICT Security:

- determine security posture/MFA/Pen testing/backup regime/advice on business practices/etc.

Projects:

- be able to assist with the delivery of multiple discrete projects at one time;
- communicate with key stakeholders on project status, issues and risks when required;
- liaise with the Assistant Director: Business Services in relation to budgets;
- co-ordinate and communicate with key stakeholders on project status, issues and risks;
- contribute and manage expenditure related to approved ICT projects.

Skills, Capabilities and Key Selection Criteria

To be successful in this role, the employee needs to have the following skills and capabilities:

- knowledge of maintaining a corporate computer network and related peripherals and key operating systems;
- ability to work effectively within a team environment and provide leadership and direction in the daily running of ICT systems;
- maintain knowledge of latest technology, equipment and terms of service agreements;
- high level analytical skills and demonstrated capacity to provide leadership, leading to the high-level achievement and attainment of business imperatives;
- experience in preparing and managing budgets;
- ensuring that the project deliverables are met in a timely and professional manner;
- the ability to manage, design and implement various technology solutions and challenges;
- understanding and appreciation of the risks associated within the ICT environment, and an ability to articulate and develop effective strategies to minimise such risks.

Essential Requirements

The following are requirements for this position:

- a commitment to work within and align to the DOBCEL Vision and Mission;
- a sound knowledge of ICT infrastructure hard ware or cloud solutions;
- qualifications and/or experience in maintaining Microsoft Networks with Mac integration and Multi Device Management (MDM)
- expert level skill in maintain operating system technologies including installation, configuration, diagnosing, preventive maintenance and networking;
- expert level skill in Microsoft 365, GSuite and educational cloud-based applications and services;
- current Victorian or National Police Check;
- current Working with Children Check (if not VIT registered);
- full mandatory vaccination requirements;
- current Victorian Driver's Licence.

Responsibilities of all Catholic Education Ballarat Employees

Safeguarding of Children and Young People
All DOBCEL employees must:

- conduct themselves in accordance with the DOBCEL Safeguarding Children and Young People Code of Conduct and the CECV Commitment to Child Safety;

- take all appropriate action to reasonably protect children and young people, including being aware of all mandatory reporting obligations.

Health and Safety
DOBCEL is committed to providing a work environment that is safe and free of risks to health.

To achieve this all employees must:

- take reasonable care for their own health and safety and the safety of others;
- provide all relevant information regarding any medical condition that may require Emergency Services to be called; or that could impact on their ability to perform their duties;
- not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace;
- report all hazards and incidents as required.

Partnering and Communication

All employees have a responsibility to demonstrate positive and effective communication.

To achieve this all employees must:

- promote a culture of partnering and collaboration;

- ensure appropriate and professional language is demonstrated in every interaction;

- provide timely support to maintain teamwork;

- maintain effective and professional relationships with all internal and external stakeholders.

Performance and Professional Development

All employees have a responsibility to undertake continuous professional development.

To achieve this all employees must:

- participate in regular team meetings as required;

- develop individual action and development plans, aligned to organisational and role priorities;

- participate in performance review processes as required;

- complete all mandatory training required as an employee of DOBCEL;

- comply with all expected professional expectations and codes of conduct as outlined by DOBCEL or the relevant regulatory and professional body;

- continuously update knowledge appropriate to the role.

Policy

- All employees are expected to comply with and demonstrate a positive commitment toward upholding all DOBCEL policies, procedures, and work instructions.