

POSITION DETAILS

Title of Position: Data	ICT Production Manager
Reports to:	ICT Operations Manager
Section:	Information and Communications Technology
Team:	ICT Operations
Number of Direct Reports:	1 - 5
Classification:	Level E7

BROAD PURPOSE

Catholic Education South Australia (CESA) has embarked on a significant period of innovation and change to respond to opportunities emanating from the South Australia Commission for Catholic Schools (SACCS) strategy, Towards 2027: Expanding Horizons and Deepening Practices.

Catholic schools and the Catholic Education Office (CEO) work in partnership with families, children, and young people to give life to the Living, Learning, Leading Framework and to successfully position CESA as the leading education system and an employer of choice.

POSITION OVERVIEW

The role of the ICT Production Manager involves ensuring that the Information and Communication Technology (ICT) managed by the Catholic Education Office (CEO) on behalf of the Catholic Education South Australia (CESA) is delivered to agreed service levels. This includes leading the service delivery, change, and release management function within CEO ICT to guarantee service reliability and availability. Additionally, the ICT Production Manager is responsible for leading the management and delivery of minor ICT assets, including overseeing service design and transition activities to achieve optimal efficiency. The role also requires effectively monitoring and reporting on the operational performance of the ICT systems under the CEO ICT's management.

SIGNIFICANT WORKING RELATIONSHIPS

- CEO Leadership
- CEO Staff
- ICT Leadership
- ICT Team
- Third party vendors and service providers
- School Leadership

KEY RESPONSIBILITIES

OPERATIONAL & TECHNICAL

- Lead the day-to-day oversight of the infrastructure and database managed service agreements.
- Oversee and maintain the Service Catalogue of ICT services with a clear understanding of service lifecycles.
- Lead the management of the Release and Change function for ICT services, by overseeing technical changes to ICT services.
- Ensure that all changes to ICT services confirm to the CEO endorsed change and/or release management processes and procedures.
- Maintain documentation, processes and procedures for ICT services to approved standards.
- Support the implementation and maintenance of backup, restoration and disaster recovery measures for agreed ICT services.

- Monitor ICT service resource usage, maintain and tune environments and schedule housekeeping tasks.
- Ensure the ICT services are compatible with recognised international physical, environmental, communications and operational network security standards.
- Provide detailed regular reports on ICT service levels, outages, capacity usage, and system reliability and availability.
- Maintain ICT service lifecycles to advise on future hardware and software procurement schedules and configurations.
- Ensure compliance to all legislation, CEO and SACCS policies and procedures across all ICT services.
- Work collaboratively on designated projects to deliver agreed outcomes.
- Maintain relationships with relevant vendors and service delivery partners.
- Ensure behaviours are aligned to CESA values and service expectations.
- Ensure personal development plan is maintained.
- Ensure all mandatory training and professional development is undertaken.
- Identify to the ICT Operations Manager improvement opportunities to further streamline and enhance the performance of ICT services.
- Undertake other duties as determined by the Director ICT.

BEHAVIOURAL

- A commitment to the Catholic ethos and to the mission and values of the Catholic Education Office.
- High level of integrity, credibility and ability to maintain confidentiality.
- High level of interpersonal, negotiation, communication and presentation skills with the ability to work proactively and successfully with Senior Management and teams.
- An ability to discuss technology issues and translate into business context.
- An ability to review data collection standards and identify corresponding data sets in source system.
- An ability to apply The Principles of continuous improvement to all activities, system processes and procedures.
- Capacity to be self-motivated and proactive.
- Ability to relate engagingly, sensitivity, respectfully and positively with other staff.

SELECTION CRITERIA

QUALIFICATIONS:

- Tertiary qualifications in an ICT or business-related discipline is highly desirable.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Relevant technical competencies and understanding.
- Significant experience in managing complex ICT production environments.
- Significant experience in Change Management and ICT Operations Management.

Desirable

- Relevant industry certification.

OTHER CONDITIONS

- Support CESA's Values:
 - *Openness to God's Spirit at work in our midst and living in Catholic faith.*
 - *Respect for the dignity of each person*
 - *Commitment to processes of learning that are formative, challenging, engaging, life-long and life-wide.*
 - *Inclusivity of those at the edges*
 - *Sensitivity, justice, and compassion*
- Participate in good character screening processes.
- Hold a current acceptable Working with Children Check (WWCC) clearance & SAVA Catholic Clearance.

- Always act in accordance with the CESA Code of Conduct and the Charter for Staff in Catholic Schools in South Australia.
- Comply with the Work Health & Safety management system and, as a worker, while at work, take reasonable care for their own health and safety.
 - Take reasonable care that their actions or omissions do not adversely affect the health and safety of other persons.
 - Comply, in so far as they are reasonably able, with any reasonable instruction given by the employer.
 - Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- Hold current certification in Responding to Risks of Harm, Abuse and Neglect in Education and Care Settings.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

Being vaccinated against COVID-19 is not mandatory for CESA staff. It is highly recommended for all CESA staff to maintain vaccination status as recommended by the policy.

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.