

POSITION DESCRIPTION

SYSTEMS INTEGRATION AND CONFIGURATION TEAM
LEADER

POSITION HOLDER:	Vacant
SECTION:	Information Services
POSITION REPORTS TO:	IS Manager
REPORTS TO POSITION:	Software & Configuration Analyst (1)
CLASSIFICATION:	The Friends' School (General, Early Learning & Fitness Staff) Enterprise Agreement 2021 – General Staff - Classification TFS Level 11
STUDENT CARE:	Yes
PERIOD OF APPOINTMENT:	Permanent, full-time
HOURS PER WEEK:	38 hours per week

PURPOSE

The Systems Integration Team Leader will provide leadership and support for all Information Systems including integration, configuration and improvements to achieve the School's ICT strategic delivery goals that underpin, enhance and support learning, teaching and business services in The Friends' School.

The role supports all information system services required for students, staff and business administration in the School by working in collaboration and consultation with the Information System Manager, senior leadership and the ISS Committee.

The role ensures the provision of exemplary system planning, implementation, delivery and development of Information Systems to the whole School.

PRIMARY DUTIES

- To be responsible for promoting a child safe environment within your area of supervision and the School. To champion this important priority and provide leadership through up to date child safe guarding training for yourself and your team annually and ensure that the Child Safeguarding and Mandatory Reporting Policies are followed. Ensure an environment where children, parents and staff feel comfortable raising concerns in their area of supervision.
- To provide technical leadership of the System Integration team, ensuring that agreed service levels are met.
- To lead, develop and manage regular Systems team meetings through mentoring, support, discussing KPI's and project timelines and through professional learning.
- To ensure that operational procedures and working practices are fit for purpose, reviewed regularly.

- Develop, implement, review and report on systems project and change management plans to ensure the success of systems upgrades, implementation of new systems modules and introduction of new systems.
- Report fortnightly in writing to the IS Manager on project related matters and timelines, system improvements, mandatory data reports and performance issues with software, continually review and improve work methods associated with this role.
- Determine and promote models of service delivery that optimise the use of resources and provide an effective service to the school. This needs to build and retain a highly capable IS team with strong educational, business and technical skills.
- Engage directly with end users, stakeholders and vendors to build a deep understanding of systems requirements and the School's capability to leverage our systems to meet those requirements. This engagement may take the form of workshop facilitation, contract and service level reviews.
- To work with the Financial Services Manager and the IS Manager to develop, manage and be responsible for the systems budgets. Assist in the design or redesign of ICT infrastructure is developed, undertaken and implemented at the School.
- Implement continuous service improvement plans to ensure the systems adequately supports the School and business needs.
- To actively manage ICT vendor's, suppliers and other third parties to support service desk outcomes in teaching, learning and business operations. Ensure they are meeting contractual obligations including service level agreements (SLA).
- Keep abreast of new and emerging technologies and their potential to support systems outcomes in teaching, learning and business operations.
- Lead the setting of Systems Integration school term based annual planning and goal setting priorities and inspire staff to achieve these within the agreed timeframe.
- Ensure that all System Integration direct reports have an annual reflection and planning completed.
- Ensure that all IS policies and guidelines in your area are updated, developed and managed when required.
- Specific Systems Integration requirements:

- To provide support and management for all Information Systems and associated databases used currently ad detailed below.
- Develop, manage, and maintain integrations between School systems using API's, scripts or other application programming interfaces.
- Investigate and develop solutions to system defects and provide technical assistance to resolve system integration and workflow errors.
- Effectively manage and respond to data change requests in adherence to privacy and data quality policies.
- Create, plan, and maintain system monitors, alerts, reports and technical documentation.
- Develop methodology to effectively identify, collect, organise and document data in all School Information systems to allow for more accurate information management and data security. Schedule and supervise all maintenance and instillation work.
- Develop and maintain data protection and governance across the system lifecycle in accordance with School policies and legislative requirements.
- Assist application owners with documentation for procedures and standard software operations
- Ensure that knowledge transfer of application documentation, integrations and system processes occurs to IS Service desk team members, other IS team members and application administrators and users.
- Lead and participate in designing, implementing, testing, documenting, and delivering business systems and workflows to documented requirements and in line with best practices. Ensure that operational procedures and working practices are fit for purpose and current processes.

DELEGATIONS

- Nil

KEY RELATIONSHIPS

- IS team members
- System Administrators
- Key School staff working on specific projects
- School LTC's
- Senior staff
- School staff

SELECTION CRITERIA

1. Understanding of the 10 National Child Safe Standards which strive to protect children and young people from abuse and neglect.
2. Certificate 4/Diploma or Tertiary qualifications in Computer Science, networking, infrastructure or related field and 5+ years' experience in systems administration, implementation and deployment across a complex organisation. Management qualifications will be viewed highly. 2+ years of experience working as a team lead or 2IC position for a team. Post graduate qualifications in systems administration, implementation and deployment in relevant areas. Experience in a school environment would be advantageous.
3. Proven experience in leading, hands on support and operating a small team of Software Configuration Analysts.
4. Proven ability to liaise with multiple vendors, internal school staff (customers), and stakeholders at a systems technical and non-technical level.
5. Demonstrated experience in the managements and delivery of ICT projects and understanding and implementation of IT Service management principles
6. Proven experience in development and maintenance of systems integration using Application Programming Interfaces (API's) or similar.
7. Proven project problem solving, management and oversight of a systems team with proven strategic outcomes.
8. Proven excellent communication, problem solving and time management skills with the ability to build positive relationships with a variety of stakeholders in a school and business environment.
9. Proven experience in implementing strategic and operational ICT system integration plans.
10. Have the ability to work safely in a school environment and be fit to undertake the inherent requirements of the role.
11. Show Strong support for the Purpose and Concerns and ethos of The Friends' School.
12. Must hold a current Tasmanian Working with Vulnerable People card (employment), be fully vaccinated for COVID-19 and have a National Police Check (less than 6 months old).

LIST OF CURRENT SYSTEMS

Google Workspaces Administration
School Administration System (Synergetic)

Teaching and Learning Management System (SEQTA), Story Park, Book Creator)

Data Analysis (SEQTA Analyse, MSSQL, Google Analytics)

Website and Forms (JotForm)

Human Resources Systems (ConnX, SaltWeb)

Medical and Permissions System (Operoo)

Boarding Management System (Reach Boarding)

Co-curricular Management and Carnival Systems

Information Services Systems (Jamf, Apple School Manager)

Financial Services Systems (Sage MicroPay, MYOB) Office 365 Administration

Active Directory Administration

Risk Management System (ERM)

Timetabling (Timetabler & Filemaker Pro)

Library Systems (Oliver & Learn Path)

C O N F I D E N T I A L I T Y

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name: Date:

Signature: