

HEAD of ICT SERVICES

Position Description

Classification	Education Support Employee Category A Level 5 plus allowance, with salary commensurate with qualifications and experience. Laptop & mobile phone will be provided.
Employment Status	Ongoing, Full-time (Flexible conditions available by negotiation).
Hours of Work	8.30am to 4.36pm, flexibility with hours as required. The position will require availability to work outside standard hours when required for maintenance, upgrades, or urgent issues as well as out of hours events from time-to time.
Scope	Whole College (with some intercampus travel)
Expected level of contact with children and young people within this role: Regular	

Position Purpose

The Head of Information and Communication Technology (ICT) Services provides strategic and operational leadership of the College's ICT environment to support high-quality learning, teaching, and efficient school operations. The role provides technical expertise and advice, leads and inspires the ICT team to deliver reliable, secure, and future-focused technology services aligned with the College's strategic direction, curriculum priorities, and Catholic mission and values.

Under direction of the Principal and College Business Manager the position has functional responsibility for ICT Strategy, infrastructure and services including networks, audio-visual technologies, telephony, cybersecurity, CCTV systems, data governance, digital learning platforms, and the delivery of proactive ICT customer service, overseeing day-to-day ICT operations and driving continuous improvement in service delivery, training, and support.

Working closely with the College Leadership Team and College staff, the Head of ICT Services supports the effective integration of technology into learning and school operations, informs innovative digital practice, and ensures systems meet current and future educational and business needs.

Reporting to the Business Manager for operational matters and accountable to the Principal for strategic alignment and cohesion, the Head of ICT Services is a senior managerial role in the College, being an auxiliary member of the College Leadership Team and contributes to College Leadership and subcommittee meetings as required. The position requires strong leadership, communication and interpersonal skills, a focus on continuous improvement and a user focussed approach to service delivery, with a professional, collaborative style that supports staff, students, and the wider school community. The highest level of judgement is required to steadily manage conflicting demands and ensure all facets of delivering the College's ICT services runs smoothly. The role demands autonomy, a high level of professional judgement and requires appropriate qualifications, experience, and specialised level of expertise.

Reporting Relationships

Position reports to: Business Manager on a day-to-day basis, and accountable to the Principal.

Leads/Direct reports: ICT Team members and relevant external service providers.

Key relationships: Includes but not limited to College Leadership team, ICT team, Digital Technologies Coach, Teaching staff, Victorian Catholic Education Authority (VCEA), Marist Schools Australia Ltd (MSA), Diocese of Sale Catholic Education Limited (DOSCEL) and various external service providers.

Key Duties & Responsibilities

Includes but are not limited to:

Strategic Leadership, Planning and Advisory

- Lead the development, implementation and review of the College's ICT strategy aligned with the strategic plan, educational goals, MSA frameworks, policies and whole-school improvement priorities.
- Provide authoritative strategic advice to the Principal, Business Manager and Leadership Team on ICT direction, digital learning, emerging technologies, cybersecurity, and long-term investment planning.
- Drive change management, innovation, and continuous improvement to ensure ICT supports teaching, learning and operational excellence.
- Contribute to whole-school strategic planning, policy development, governance, compliance and risk management processes.
- Research, develop and present ICT proposals and business cases to inform future planning and initiatives.
- Oversee ICT budgeting, procurement, asset management and lifecycle planning for hardware, software and network infrastructure, and service provider management.

ICT Service Delivery, Infrastructure and Systems

- Oversee the delivery of all College ICT services to staff, students, and parents/guardians, ensuring reliability, cost-effective services and support of learning environments, daily operations, and events.
- Ensure development of a proactive, user focused approach to ICT service delivery, providing effective end use support to staff, students, and parents/guardians.
- Oversee the design, operation, maintenance, and performance of all ICT infrastructure, including networks, servers, cloud platforms/services, wireless systems, CCTV, telephony, audio-visual (AV) systems and end-user devices.
- Ensure the effective operation of core systems such as the College's LMS, Student Information Systems, identity and access management, communications platforms, and administrative platforms.
- Oversee system upgrades, asset life-cycle planning, backup/disaster recovery environments, and business continuity arrangements.
- Maintain accurate and current documentation of ICT systems, configurations, procedures, and service arrangements.
- Work in collaboration to ensure the seamless planning, scoping and delivery of ongoing arrangements and fit for purpose high quality services and solutions.
- Monitor and evaluate service performance and drive continuous improvement, innovation, and simplification aligned with school improvement goals.
- Oversee deployment and support of staff and student devices, classroom technologies, AV systems, and administrative platforms.

People Leadership, Capability Building and Engagement

- Effective leadership and supervision of the ICT team, fostering a positive, collaborative and service focused culture aligned with College values.
- Support ICT team through clear expectations, performance coaching and professional learning.
- Oversee the day-to-day operations of the ICT function, including workforce planning, work allocation, contractor management and service coverage, ensuring reliable, responsive, and high-quality support for teaching, learning and school operations.
- Establish and maintain clear workflows, service standards, escalation processes and project timelines, monitoring performance, reporting outcomes, and ensuring compliance.
- Develop and implement an ICT Department Annual Work Plan ensuring ICT systems, infrastructure and resources effectively support school operations, events, and strategic priorities.

- Lead change management, communication, and stakeholder engagement to support successful ICT initiatives, ensuring consultation and shared ownership across the school community.
- Communicate ICT updates, guidance and expectations clearly through College channels to build confidence, shared understanding and strong partnerships across the school community.
- Model, build and maintain strong, respectful working relationships with staff, students, leadership and external service providers, ensuring a collaborative and consultative approach.
- Build ICT team capability and capacity through targeted training and professional learning, and additionally as required, build, and enhance digital capability across staff and students in collaboration with the Digital Technologies Coach.
- Assist staff in the effective, ethical, and safe use of digital technologies in supporting teaching and learning, in collaboration with the Digital Technologies Coach.

Cybersecurity, Compliance, Governance and Administration

- Provide leadership in cybersecurity by implementing, monitoring, and improving security frameworks, policies and controls to safeguard College data, systems and digital environments.
- Lead cybersecurity governance, risk management and incident response processes including audits, vulnerability assessments and reporting aligned with whole-school safeguarding frameworks.
- Ensure compliance with relevant legislation, privacy requirements, Child Safe Standards, MSA Frameworks, VCEA policies and internal College policies and procedures.
- Promote and support safe, legal, ethical, and responsible use of technology across the school community.
- Prepare and manage ICT budgets, procurement, financial reporting, and ensuring responsible stewardship and value for money, in collaboration with the Business Manager.
- Oversee ICT asset management, licensing, contracts, lifecycle planning and service provider relationships including evaluation of services and alternatives, cost benefit analysis and recommendations in collaboration with the Business Manager.
- Participate in relevant governance, compliance and risk management committees providing clear advice, reporting and documentation to support informed decision-making.
- Report on service delivery and performance to the Business Manager and Principal as required.

Other

Child Safeguarding

- Be familiar with and comply with the school's child safeguarding policy and code of conduct, and any other policies or procedures relating to child safeguarding.
- Assist in the provision of a child-safe environment for students.
- Demonstrate duty of care to students in relation to their physical and mental wellbeing.

Professional Development

- Participates in ongoing professional development and learning relevant to the role, including annual compliance training.
- Continue development of Information Technology (IT) skills as technologies evolve.
- Participate in the completion of an Annual Review Meeting, as required.

General

- Support the ethos, values and vision of Lavalla Catholic College as a Catholic school in the Marist tradition.
- Contribute to a healthy and safe work environment and comply with all safe work policies and procedures.
- Attend staff/school meetings as required relevant to your role and within rostered hours of work.
- Demonstrate professional and collegiate relationships with colleagues.

Other duties as required or directed by the Principal, Business Manager or College Leadership Team. The position description is not intended to be an exhaustive document and may change as the position develops and/or evolves.

Essential Requirements for the Role

Qualifications & Experience

- Relevant high-level ICT qualifications, with commensurate extensive relevant professional experience.
- Demonstrated experience in managing ICT operations, teams, and projects within complex organisations.
- Strong technical expertise across enterprise systems including networks, databases, cloud services, device management and cybersecurity.
- Proven leadership in ICT service delivery, governance, risk management, and software development or delivery methodologies.
- Experience in an educational ICT environment desirable but not essential.
- Hold a current driver's licence and meet compliance requirements including an employee Working with Children Check and National Police Record Check.

Personal Attributes & Skills

- Strategic thinking with the ability to provide clear advice and drive outcomes aligned to organisational objectives.
- Strong, accountable people leader with proven ability to coach, develop and inspire teams.
- Excellent communication, interpersonal and relationship building skills across diverse stakeholders including the use of effective conflict-resolution techniques.
- Highly organised with strong analytical, problem-solving, decision-making and change leadership skills.
- Collaborative, consultative, and adaptable leadership style, maintaining focus on timely delivery in a dynamic environment.
- Self-directed and highly driven with and excellent customer service ethos.
- Exceptional personal standards of honesty, integrity, and professionalism, and who handles pressure in a professional manner.

Our Commitment to Child Safety

Lavalla Catholic College is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

All staff are required to be conversant with, and comply with, the College's Marist Child Safe Adult Code of Conduct and Child Safeguarding Policies. It is a condition of employment for a staff member to be deemed a person suitable to work with children.

Our Vision and Mission

Lavalla Catholic College is a welcoming, inclusive community called to make Jesus known and loved through education in the Marist Tradition. With '*Strong Minds and Compassionate Hearts*' we unite to inspire, journey with and prepare learners for life in our changing world.

In our daily actions, we build positive relationships following the model of Jesus Christ. We are inspired by the Marist Characteristics: *Simplicity, Love of Work, In the Way of Mary, Presence, and Family Spirit.*

Position Description

Authorised by: Business Manager and Principal

Last reviewed: June 2026