



## JOB AND PERSON SPECIFICATION

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Title of position:	<b>IT Manager</b>
Department:	Digital Learning & Innovations
Reports to:	Executive Director, Digital Learning & Innovations
Created:	2005
Last Updated:	May 2023

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## JOB SPECIFICATION

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### 1. Preamble

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Tabor is a multid denominational College which upholds Christian orthodoxy as expressed in the Nicene Creed. We value and respect the vitality of Pentecostal and Charismatic expression of faith, the biblical focus of Evangelical Christians and the distilled learning of the wider Church. Our community life is shaped by the following theological emphases:

- (a) Christ-centred: Jesus Christ is the centre of our faith. His life and teaching, death, resurrection and ascension declare him to be Lord and Saviour and most fully reveal to us the nature and purpose of God.
- (b) Spirit empowered: We look to the empowering presence of God the Holy Spirit to renew, direct and shape our individual lives and the corporate life of the Tabor learning community.
- (c) Trinitarian community: The Christian experience of God as Father, Son and Holy Spirit enriches our community with the self-giving love of the Triune God.
- (d) Biblically based: We look to the Bible as the inspired word of God, true and reliable in all that it affirms and authoritative for matters of Christian faith, life and ministry.
- (e) Respect and care for the individual: We affirm that every individual is created in the image of God and therefore has a God-given worth and dignity which demand our respect and care.
- (f) Worship as foundational: We affirm corporate worship as a joy and a service we owe to ourselves and each other as we seek to uphold and nurture the shared faith that underpins our learning community.
- (g) The priority of God's mission: The love of Christ compels us to be active in both evangelism and social concern; together, these express the power of the gospel to overcome evil with grace.
- (h) The reality of hope: The resurrection of Jesus, the gift of the Spirit, and the community of the Church collectively fill us with the hope of a renewed Creation and an unhindered relationship with God. We live in faith and love now because we are a people of hope.

**Tabor is a learning community that values:**

- (a) Partnership in learning: students, academics, support staff, Boards, Committees, community organisations and professional bodies are viewed partners in the enterprise of vocational and higher education.
- (b) Authentic community: students and staff feel part of a community that is enriching and supportive academically, spiritually and personally.
- (c) Excellence in both academic and vocational education.
- (d) Excellence in scholarship and research.
- (e) Continuous improvement in teaching and learning.
- (f) Freedom of academic inquiry and expression.
- (g) Learning and research that transforms – personally, professionally and through its contribution to civil and global society.
- (h) Equity, social justice and service to the local and global communities – including access to courses by those who are disadvantaged or disabled.

The IT Manager will be expected to embrace the values of Tabor and to develop his/her role as an outworking of the relevant aspects of the Tabor’s Strategic Plan.

Staff must abide by the work, health and safety policies of Tabor.

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**2. Summary of the broad purpose of the position, in relation to Tabor College goals**

(Expected outcome and how achieved)

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The **IT Manager** will be responsible for

- Maintenance and development of critical cloud and physical network systems and infrastructure, including all servers, cyber security, business system implementations, Wi-Fi, phone systems (Microsoft Teams Calling), multiple system integrations, and the Microsoft 365 enterprise environment.
- The operational effectiveness and efficiency of Tabor’s computer related information systems, providing an advisory service on the application of hardware/software and support system development, resulting in the provision of appropriate systems support within Tabor.
- The ongoing support and training of teaching and administrative staff, and students, relating to software enhancement to improve administrative processes and planning, contributing to the achievement of educational and administrative outcomes.

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**3. Reporting/working relationships** (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

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- 1) Reports to the Executive Director, Digital Learning & Innovations.
- 2) Is part of the Digital Learning & Innovations Team.
- 3) The IT Administrator will also be required to work closely with all network users for the provision of information technology services to staff and students.

- 4) Required to work in a collaborative manner with senior staff in all Departments/ Faculties of Tabor.
- 5) Expected to develop working relationships with key personnel in other institutions

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#### **4. Conditions**

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- 1) The position is full time (1.0) and based at the Millswood Campus of Tabor.
- 2) Working hours, pay, superannuation and leave provisions are in accordance with Tabor Enterprise Agreement 2019, MA000007 and Fair Work Act.
- 3) Staff are required to be familiar with and to comply with all relevant Tabor policies, procedures and codes of conduct, as amended and updated from time to time.
- 6) All relevant policies can be accessed on Tabor's network.
- 7) The position is subject to performance reviews on the basis of the outcomes listed in this position description in Sections 2 and 5, and according to Tabor's Policy on Performance Management.

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#### **5. Key result areas and responsibility**

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- Ensure the effective day to day operation of Tabor's information technology systems / server fleet by managing and monitoring the ongoing performance of Tabor's systems, databases, hardware, software and networks. This includes troubleshooting hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Contribute to the development and advancing automation of Tabor's information technology systems by assessing and evaluating hardware and software, and providing recommendations to the Executive Director, Digital Learning & Innovations on system requirements.
- Assist in meeting the requirements of Tabor's Information Technology Plan by contributing to the development of information technology policies, practices, costings and procedures, and providing recommendations to the Executive Director, Digital Learning & Innovations on appropriate purchases, and on the contemporary best practices and use of information and communication technology.
- Provide a support service to staff and students on information systems and computing facilities by contributing to the Tabor Helpdesk service for resolution of problems, arranging/providing appropriate training and through the development of appropriately documented network management strategies.
- Ensure the integrity of the information technology systems and infrastructure by developing and maintaining appropriate security practices and procedures, monitoring the operation of the systems, risk assessment and mitigation, performing regular backup

operations and implementing appropriate processes for data protection, disaster recovery, and failover procedures.

- Manage and monitor the printing, wifi and internet systems within Tabor.
- Ensure the effectiveness and efficiency of Tabor's systems by establishing cost effective maintenance/repair programs within the technical capabilities of Tabor staff or other expertise, including liaison with technical support from approved outside providers.
- Contribute to the effective use of the computer systems in Tabor by identifying training and development needs and making appropriate recommendations on training requirements of all staff to the Executive Director, Digital Learning & Innovations. Provide training to staff on an ongoing basis and contribute to the implementation of a staff development program for users.
- Contribute to the development and management of the Information Technology budget by undertaking regular stock-take of technology equipment, assessing Tabor's software and hardware needs, preparing a budget with the Executive Director, Digital Learning & Innovations.
- Ensure the effectiveness and efficiency of Tabor's telecommunications network across multiple campus locations, including management and monitoring of the use of Telstra/Microsoft Teams Calling.
- Ensure the continuity of Tabor's various website domain names and hosting.
- Ensuring all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Contribute to the maintenance of good personnel and work practices by promoting awareness of the need for compliance Workplace Health and Safety legislation.
- Assist with a range of key Information Technology projects such as software/hardware rollouts, installation, and upgrades, as well as other duties as delegated by the Executive Director, Digital Learning & Innovations.

## **PERSON SPECIFICATION**

**Essential Minimum Requirements** (Those characteristics considered absolutely necessary.)

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### **Educational/Vocational Qualifications**

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- Relevant tertiary qualifications and certifications (e.g. Bachelor of IT/ Network Administration/ Network Engineering, CCNA, MCSE/MCSA)
- Minimum of 5 years' experience in a System / Network Administration or related role

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**Personal Abilities/Aptitudes/Skills** (related to the job description and expressed in a way which allows objective assessment)

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- Commitment to the Christian faith and the ethos of Tabor
- Strong analytical and problem-solving skills with the ability to analyse complex problems, formulate clear and effective solutions, and creatively troubleshoot.
- Demonstrated excellence in interpersonal and written communication, and ability to interact with clients, colleagues, and other key stakeholders in a constructive and productive manner.
- Proven ability to manage and complete complex and diverse tasks under deadline pressures and within prescribed timelines.
- Demonstrated skills in testing, validation, and documentation in a large network environment.
- Ability to maintain and develop an environment in which the need for change is recognised, appropriate changes are identified and implemented effectively and efficiently.
- Ability to maintain confidentiality with regard to client data, users, access and security within the College's privacy guidelines and principles.
- Administrative skills and experience.
- A passion for people-helping and community service.
- Self-motivated, highly organised, and energetic.
- Friendly and welcoming disposition and a high level of patience when dealing with people.
- Demonstrated capacity to work cohesively in a team environment as well as working autonomously.
- Ability to deliver training and development to staff in areas of technology and change management.
- Ability to be adaptable and represent the College and wider community in a professional, ethical and positive manner.
- Current drivers' licence

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**Experience**

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- High level skills in Microsoft 365 Enterprise and Windows Server including
  - Office 365
  - Microsoft Exchange administration
  - Microsoft Azure and Active Directory (including security groups, group policy, and login scripts)
  - PowerShell Scripting knowledge
  - Solutions architecture

- Microsoft SCCM, WSUS
- Support and administration of MS servers
- A core understanding of network operability. This includes WAN/LAN management (VPNs, VLANs, IP-WAN, e-mail filtering) and DHCP, DNS, RADIUS and certificate services, network management tools, perimeter firewall, and core infrastructure such as switching and wireless (TCP/IP, switches, routers and FortiGate Firewalls).
- Disaster recovery and backup technologies including best practice cybersecurity protocols
- VoIP (Microsoft/Telstra Teams Calling) and SIP.
- Printer management and networking (including PaperCut).
- Troubleshooting hardware and software issues including fault finding and software and hardware upgrades.
- PC / workstation set up and maintenance
- Experience in the development and documentation of standards for building, deploying, maintaining, and supporting designated information technologies, services and applications.
- MAC / Apple equipment and administration.
- Fortinet and Cisco network switch programming.
- Microsoft InTune / Power platforms / Dynamics
- DATTO

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## Knowledge

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As a successful candidate you will have:

- Relevant Microsoft Certifications
- Knowledge of educational uses of information technology
- In-depth understanding of best-practice frameworks for IT services and delivery, project management and asset lifecycle.

## Desirable Characteristics

**Educational/Vocational Qualifications** (considered to be useful in carrying out the responsibilities of the position)

- Relevant Qualification

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**Personal Abilities/Aptitudes/Skills** (related to the job description and expressed in a way which allows objective assessment)

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**Experience** (including community experience)

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- Experience in a school / tertiary environment
  - App development
  - Website development and maintenance
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- Sound and video equipment and engineering

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**Knowledge** (will be needed for the role but can be developed on the job if need be)

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- Knowledge of digital learning methodologies
- Moodle / Zoom
- ALMA / Ex-Libris / Primo
- Virtual / augmented reality technologies
- Adobe Creative Suite
- Python / Java / PHP

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**SIGNATURES OF PARTIES**

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Date position description agreed with appointee/occupant: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Appointee/Occupant: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Supervisor/Line  
Manager: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date final position description authorised by Tabor: \_\_\_\_\_ Date: \_\_\_\_\_

Name of executive staff member authorising this position description: (Senior  
Executive or his/her delegate)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Position of person authorising this position description: \_\_\_\_\_ Finance and HR  
(Senior Executive or his/her delegate) \_\_\_\_\_ Manager