**Position Description**

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| *Position* | IT SUPPORT MANAGER (non voting role) |
| *Date Written* | SEPTEMBER 2012 |
| *Reviewed* | OCTOBER 2020 |

# POSITION PURPOSE

Technology is a part of the everyday experience for both staff and children at SPK. Technology solutions in use must be appropriate to their purpose and in line with the staff and Committee of Management’s (CoM) goals and budget. The IT Support Manager provides advice and end user support to the CoM and teaching staff for all aspects of technology in place at the kinder.

# KEY ATTRIBUTES OF THE ROLE

This role is suitable for someone who has technical experience with computers, a basic knowledge of computer networking (home networks or similar) and who can evaluate the kinder technology requirements and recommend solutions from the marketplace. The IT Support Manager must be contactable by kinder staff and CoM and available to spend time at the kinder (either during or after hours) to troubleshoot and resolve occasional technology-related issues.

# KEY RESPONSIBILTIES AND ACTIVITIES

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| Key Responsibility: | IT MANAGEMENT |
| Activities* Oversee the hardware and software in use at the kinder (including desktop and laptop computers, networking, data storage, portable devices, camera and any other devices) to ensure they are functional and fit for purpose
* Liaise with the Educational Leader and staff to assess current and ongoing technology requirements
* Research and advise on best hardware and software to meet kinder technology needs
* Work with the Committee of Management to budget for the purchase of any upgrades or replacements required
* Manage internet and phone services including liaison with ISP
* Act as system admin for all kinder and CoM email addresses
* Manage technical aspects and access to Google drive for CoM
* Work with CoM Marketing representative to update website as needed, including liaison with hosting and domain provider
* Ensure appropriate processes are in place for data management, storage and backup and ensure compliance within the user community
* Oversee security and accessibility of all electronic kinder data and ensure compliance with policy and guidelines within the user community
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| Key Responsibility: | GOVERNANCE OF IT POLICIES |
| Maintain and ensure periodic review of the following policies –  |
| * Information and Communication Technology
* Other policies as directed by CoM representatives during the Annual Review Cycle
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