# POSITION DESCRIPTION

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| **POSITION TITLE:** | **Assistant Team Leader - Infrastructure** |
| **SECTION**: | **Information Technology and Services** |
| **REPORTS TO:** | **Team Leader Infrastructure** |
| **CLASSIFICATION:** | **Professional Officer – Level 3** |
| **AWARD:** | **Townsville Catholic Education Office Enterprise Agreement 2019 – 2023** |
| **LOCATION:** | **Townsville Catholic Education Office** |

## OUR ORGANISATION

Townsville Catholic Education (TCE) supports 29 schools within the Diocese, located throughout a diverse region including urban and rural environments extending to Mount Isa to the west, Proserpine to the south and north to Ingham. TCE provides a diverse range of education choices including primary, secondary and Prep-to-Year 12. Each setting provides a high educational standard in a caring and a stimulating environment. The Diocese has a growing Indigenous education program and some of our schools offering both boarding and day-student facilities.

TCE employs in excess of 2,500 teaching, professional and ancillary/support employees to fulfil our mission of providing quality educational services through our Catholic school communities. A Catholic education involves much more than simply teaching the educational basics. It encourages students to embrace Catholic values and faith while providing them with an excellent education and diverse life experiences that will prepare them to be a contributing member of the community in their adult lives.

The proud reputation Catholic schools enjoy within the Diocese today is based on the strong tradition built by religious orders who found Catholic Education in the Townsville Diocese in 1872.

Please visit our website for additional information https://www.tsv.catholic.edu.au/

**OUR SYSTEM VISION**

*"The promotion of the human person is the goal of the Catholic school"*
*THE CATHOLIC SCHOOL ON THE THRESHOLD OF THE THIRD MILLENNIUM, 1998*



**OUR VALUES** JESUS TEACHES US:

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| **COMMUNITY** (John 15) | The greatest commandment Jesus teaches us is to Love God, Love others. | |
| **LOVE** (John 4:7-19) | Love is the core value of the Gospels. | |
| **PROMOTING LIFE IN ABUNDANCE** (John 10:10) | God wants us to live life to the full. | |
| **INCLUSION** (Luke 19:1-10) | God invites all to live in God's love, including those that might be excluded by society. | |
| **RECONCILIATION** (Luke 15:11-32) | Jesus' supreme act of love in dying on the cross reconciled humankind to God. | |
| **HOPE** (Luke 24:13-35) | We can all hope for the fullness of glory with God because God is faithful to His promises. | |
| **JUSTICE** (Matthew 25:31-46) | Jesus lives the virtue of justice rendering to all of us a message of living for others even unto death. | |
| **LIBERATION** (Luke 4:16-21) | God frees us from all evil if we trust in God and live our life in God. | |
| **COMPASSION** (Luke 10:30-37) | In Jesus' life of love we witness the compassion of God - his acts of mercy towards others. | |

## ABOUT THE ROLE

The Assistant Team Leader - Infrastructure assists in leading a team of Information Technology professionals and delivering a number of services within the Information Technology and Services Team (ITS). The Assistant Team Leader - Infrastructure manages and maintains the service compliance of all IT Infrastructure in line with business and regulatory requirements involving knowledge of financial and technical processes for the provision of services to achieve TCE's strategic outcomes.

Working with key stakeholders, the Assistant Team Leader - Infrastructure has a delivery focus that identifies opportunities to provide creative solutions for improved services and outcomes within ITS.

The Assistant Team Leader - Infrastructure works as a high-level professional, utilising experience and skills to solve complex technical issues with an Infrastructure systems specialisation and will be required to have an in-depth knowledge of education systems, ICT Integrations, school and other Diocesan agency's business operations.

The Assistant Team Leader - Infrastructure will contribute to the Infrastructure team configuration; planning, monitoring and managing Infrastructure services across TCE. Additionally, the incumbent will recommend and implement approved changes to improve and create efficiencies in the ITS Service Catalogue. The incumbent will contribute to the development of business continuity and Infrastructure planning to enable TCE to maintain and enhance information technology.

The Assistant Team Leader - Infrastructure reports directly to the Team Leader Infrastructure and will work as part of the team based at TCE-ITS Eastbrooke in Thuringowa Central.

## KEY ACCOUNTABILITIES

- Assist the Team Leader Infrastructure in leading day-to-day management, resource planning and work allocation of the Infrastructure team to meet agreed-on service levels. Ensures that monitoring of the performance of IT Infrastructure through all channels (human, digital, and automated) is carried out; metrics and reports are analysed and issues are resolved
- Works closely with the Building and Facilities teams within TCE for continual improvement in delivering appropriate IT Infrastructure for new and existing works
- Direct responsibility for engagement and coordinating external contractors for the provision of IT Infrastructure
- Establish and maintain collaborative working arrangements with other teams within ITS, TCE and external service providers, to ensure quality service outcomes for students, teachers, staff and schools
- Effectively acquire, maintain and apply knowledge of relevant Information Technology standards, best practices, and processes to ensure quality service outcomes for students, teachers, staff and schools
- Design large or complex systems, undertaking impact analysis on major design options and trade-offs
- Takes responsibility for the design, procurement, installation, upgrading, operation, control, maintenance (including storage, modification and communication of data, voice, text, audio and images) and effective use of IT infrastructure components and monitors their performance.
- Lead and contribute to project activities and programs as required
- Participate in the development of goals and ITS planning

- Researches suppliers and maintains a broad understanding of the ICT environment to inform and develop procurement strategies and plans
- Develop and prepare business and analytical reports, and respond to internal correspondence
- Adopts and adapts appropriate systems design methods, tools and techniques, selecting appropriately from predictive (plan-driven) or adaptive (iterative/agile) approaches
- May be required to take the lead in Confidential Data Requests
- Occasional travel may be required
- Other duties as reasonably directed

## STATEMENT OF RESPONSIBILITY

The carriage of the role will always presume the role-holder's responsibility to act cognisant of, and in harmony with, the Mission and Purpose of Catholic Education and Catholic Education policies.

The employee will be expected to abide by the *Statement of Principles for Employment in Catholic schools*, the *Staff Code of Conduct* and other Diocesan guidelines.

Employees will maintain appropriate confidentiality, sensitivity and empathy in the execution and management of all matters.

Employees will demonstrate a willingness and acceptance to initiate and participate in relevant training and professional development opportunities.

Each employee is responsible for ensuring his/her health, safety and wellbeing and is expected to not willingly place at risk the health and safety of one's self or others.

Employees will:
- Adhere to Work Health and Safety instructions
- Promote a commitment to safe work practices
- Be familiar with workplace incident, hazard and accident reporting and emergency procedures
- Take reasonable action to avoid, eliminate or minimise risk and hazards
- Utilise personal protective equipment
- Participate in the development of a safe and healthy workplace
- Seek information and advice as necessary and comply with instructions.

## ABOUT YOU

**Experience**
- At least 5 years working in IT roles
- Demonstrated ability in leading and managing teams
- Demonstrated experience in managing and planning IT Infrastructure
- Proven history of professional and confidential work ethic
- Ability to manage multiple projects at the same time

**Knowledge**
- Knowledge of, and resilience in, managing stressful situations
- Demonstrated knowledge of vendor contract management

**Skills**
- Proven communication skills with the ability to motivate, model engender a commitment to productive team culture
- Well-developed conflict resolution skills, with the ability to facilitate difficult conversations

- Highly developed attention to detail with the ability to balance competing deadlines and manage multiple projects
- Superior written and verbal communication skills to effectively communicate with a range of stakeholders across primary and secondary school settings
- Outstanding interpersonal skills, including an ability to build and maintain productive relationships with a broad stakeholder group.

## Mandatory Criteria/Professional Registration/Other

- Current Working with Children Suitability Card - The successful candidate will require a valid blue card before commencement as per the No Card, No Start policy developed by Queensland Government
- Current Driver Licence
- Ability to travel from time to time within the Catholic Diocese of Townsville and interstate
- Ability to perform the physical requirements of the role in a safe manner

*In line with Diocesan policy, it is a requirement that all Workers in the Diocese of Townsville (agencies and parishes) confirm they have received two doses of the COVID-19 vaccination or have a valid health exemption by 17 December 2021.* **Please note that this policy and process is not applicable to workers who work in schools operated by Townsville Catholic Education.**

## Desirable Criteria

- PRINCE2 Practitioner
- ITIL v4 Qualifications
- Certificate IV in Government Investigations
- Tertiary qualifications in a related field
- Relevant industry experience in the education sector.

*Some employees may be subject to pre-employment medical assessments during the selection process. Depending on the nature of the position, it may be necessary for successful applicants to be immunised against certain preventable diseases in order to minimise the risk of transmission.*

## HOW YOU WILL BE ASSESSED

How we do things is as important as what we do, therefore you will be assessed on your ability to use your experience, knowledge, skills and competencies confidentially with good judgement and wisdom.

You will be assessed on your ability to demonstrate the following four capabilities – Personal, Professional, Relational and Organisational within context to the key accountabilities identified above.

# Identity and Ethos

## Strategic Organisational Leadership Success
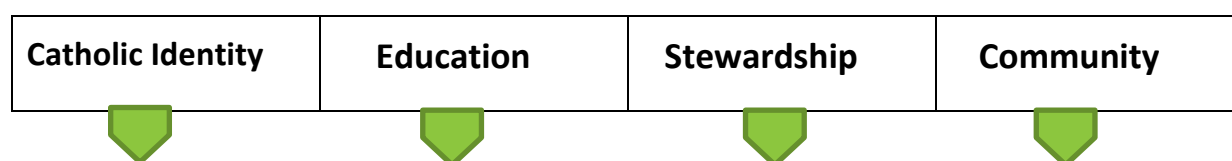
| Catholic Identity | Education | Stewardship | Community |
|---|---|---|---|

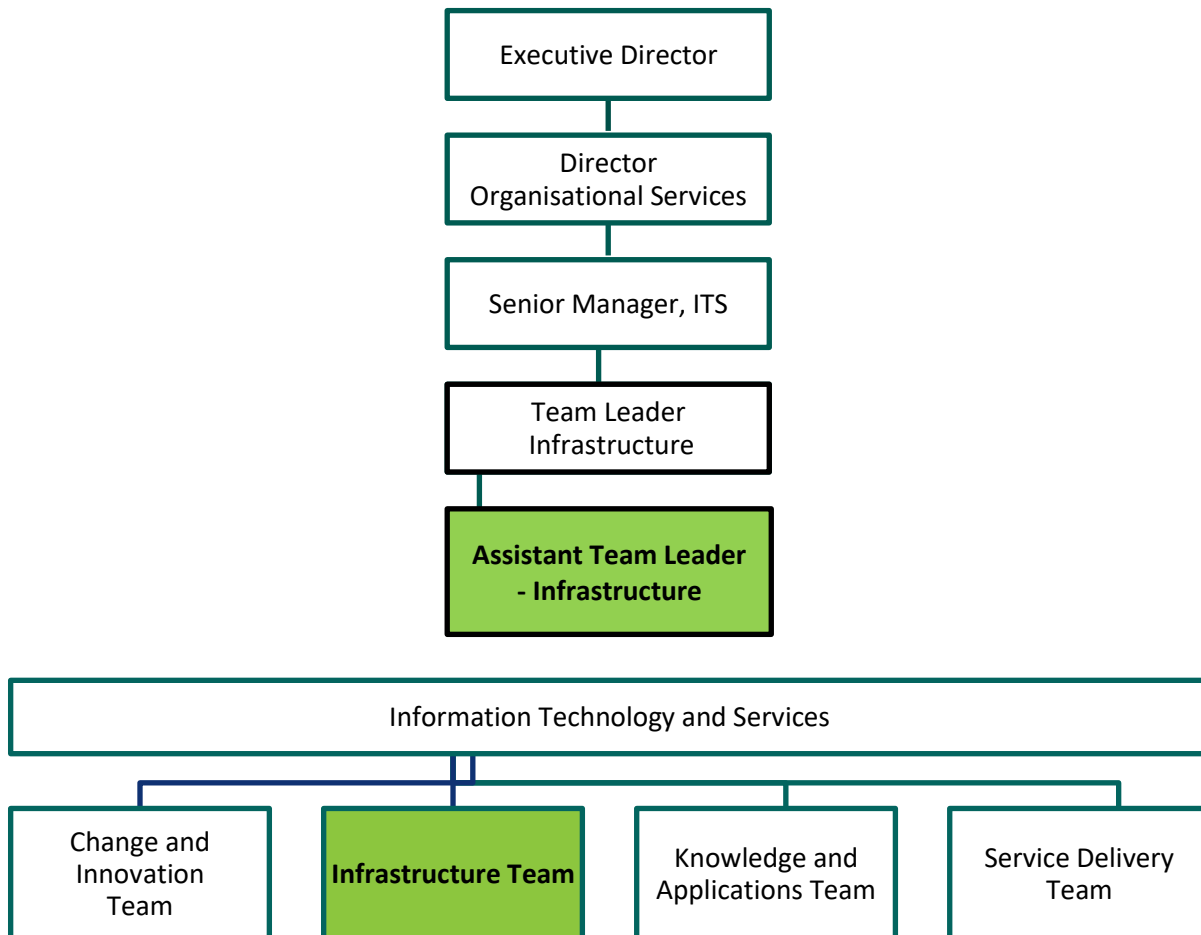| Capabilities | |
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| **Personal** | **Professional – Knowledge and Understanding** |
| Engages in self-reflection | Is contextually aware and responsive |
| Gives witness to personal faith and commitment | Integrates a Catholic stance in area of responsibility |
| Demonstrates intellectual acuity | Shapes and implements change processes |
| Displays a sense of self-efficacy and personal identity | Demonstrates appropriate styles of decision making |
| Uses intuition as well as logic and reason | Inspires a collegial purpose and vision |
| Projects confidence, optimism and resilience | Develops efficient and robust structures and systems |
| Exemplifies honesty and integrity | Focuses on core outcomes and accountabilities |
| Demonstrates ethically responsible behaviours | Engages in workplace learning and relevant professional development |
| Is morally courageous | Operates with a sound educational focus |
| Demonstrates a commitment to personal spiritual growth | Operates with a spirit of service and professionalism |
| Displays imagination and vision | Develops moral purpose |
| Integrates work and personal life | Demonstrates capacity to provide professional support |
| Engages with the Catholic culture | |
| Is culturally sensitive | |
| **Social and Interpersonal** | **Organisational** |
| Is relationally adept | Gives priority to the Church's mission in education |
| Is emotionally mature | Engages in strategic and future thinking, aware of the big picture |
| Is guided by the spirit and teachings of the Gospel | Develops organisational capacity to respond to contemporary and future needs |
| Communicates with influence | Avoids imposing old paradigms on new realities |
| Is authentically present | Fosters a growth promoting workplace |
| Displays a trusting disposition | Exercises principled and ethical stewardship |
| Cultivates collaborative and productive working environments | Contributes to organisational sustainability |
| Engages in positive politics | Builds a sharing organisational culture that focuses energies and talents |
| Nurtures leadership capability in others | Operates in fidelity to Catholic social teaching and environmental responsibilities |

## REPORTING & OTHER RELATIONSHIPS

The Assistant Team Leader Sites Infrastructure is accountable in the first instance to the Team Leader Sites Infrastructure and then to the Senior Manager, Information Technology and Services. The Assistant Team Leader Sites Infrastructure consults and liaises with other TCEO personnel, Principals in schools, and other Diocesan staff/committees, where appropriate.

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                    │ Executive Director  │
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                    │      Director       │
                    │ Organisational      │
                    │     Services        │
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                    │ Senior Manager, ITS │
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                    │    Team Leader      │
                    │   Infrastructure    │
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                    │ Assistant Team Leader│
                    │   - Infrastructure  │
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| Information Technology and Services | | | |
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| Change and Innovation Team | **Infrastructure Team** | Knowledge and Applications Team | Service Delivery Team |

## ACKNOWLEDGEMENT

I have read, understood and acknowledge the scope and responsibility of the position outlined in this position description.

**Employee Name:** _____

**Signature:** _____  **Date:** _____