

Role Title	Manager Information and Communication Technology (ICT)
Location	Fiji
Classification	NS8
Reports to	Regional Operations Director
Employment Status	Fixed Term – Full time.

About the Australia Pacific Training Coalition

The Australia Pacific Training Coalition (APTC) is the third stage of the Australian Government development program established in 2007 as the Australia-Pacific Technical College.

The goal for APTC stage three is: 'A more skilled, inclusive and productive workforce enhances Pacific prosperity'.

The supporting purpose is: 'The skills and attributes available to employers from Technical, Vocational Education and Training (TVET) systems align with labour market requirements'.

This goal and purpose are supported by the achievement of three end-of-program outcomes (EOPOs):

- a) Graduates have improved employment outcomes
- b) Co-investment in skills training increases
- c) Selected TVET partners demonstrate quality TVET provision.

In stage three, APTC will transition from a technical college to a coalition with partner institutions, industry/enterprises, and the Governments of the Pacific working together to achieve sustainable country driven TVET reform under a [Thinking and Working Politically](#) approach. APTC will continue to focus on the delivery of high quality TVET training while becoming a leading force in skills creation and a highly successful example of sustainable development assistance, working with Pacific TVET training providers to develop their capacity to deliver qualifications and skill sets to an international standard across a range of demand driven industry sectors.

The APTC has country offices established in Fiji, Vanuatu, PNG, Samoa and the Solomon Islands. The APTC supports TVET, industry, community and students from Pacific Island Forum Countries. The Country Offices are supported by a range of services provided from a regional office located in Suva, Fiji.

The APTC is managed by TAFE Queensland on behalf of the Department of Foreign Affairs and Trade (DFAT) and staff are employed by TAFE Queensland.

For more information about the APTC visit: www.aptc.edu.au

About the Role

The Manager Information and Communications Technology (ICT) is responsible for overseeing information and communications technology (ICT), and management information system (MIS) support for the APTC.

The role is required to drive and implement ongoing business improvement including transforming business systems, processes and technology into an integrated platform that meets organisational and business management requirements. The role is responsible and accountable for providing ICT management systems and services to enable the APTC to meet its strategic and operational objectives.

The position will be based in Fiji and may involve travel to campus countries.

Key Responsibilities and Duties

Provide leadership and advice in developing and implementing an Information Technology platform that supports the delivery of vocational, education and training services for the APTC across the Pacific region.

Provide leadership and direction to a multi-disciplinary team in managing the day to day operations and delivering high quality business outcomes in ICT.

ICT Design and Management

- Overall management of the systems and ICT infrastructure to support corporate, student service and training delivery requirements by:
 - Overseeing the coordination of the overall management and maintenance of all ICT infrastructure including servers, networks, email, telephone and all other communication equipment and devices.
 - Overseeing the coordination of the installation and deployment of all APTC owned software including maintenance of a software register.
 - Leading the design and implementation of new systems infrastructure as required.
- Provide specialist knowledge relating to ICT with key internal and external stakeholders to maintain existing systems and ICT infrastructure and lead the design and implementation of new systems infrastructure to support corporate, student service and delivery requirements.
- Ensure regular analysis of the information needs of the APTC is undertaken and develop technology solutions to meet those needs. Continually oversee the management of the information and communications technology to ensure it supports the goals of the APTC.
- Ensure there are risk mitigation strategies in place for all IT infrastructure/systems, ensuring business continuity in the event of a disaster.
- Undertake ICT support duties and activities as required.
- Leading and Managing the procurement and maintenance of ICT Assets across all campus locations.

Management Information Systems

- Lead the development, enhancement and maintenance of management information systems and frameworks including managing the activities and end user training of the APTC's Electronic Management Information System (EMIS) in accordance with APTC design and contract requirements.
- Support the ongoing operations of the Management Information System (MIS) and provide technical advice as required to responsible Managers.
- Manage contract services provided by software suppliers and developers as required.

Customer Service

- Build and maintain proactive relationships with internal and external clients and stakeholders to maintain a high level of client service and ensure positive promotion of the APTC to the community.
- Ensure that all ICT team members provide service in an efficient and effective way.

People and Organization Development

- Lead, support and supervise ICT staff.
- Explore opportunities for process improvement and lead staff in implementing new systems and procedures, ensuring high standards of professional practice.
- Lead the development and implementation of policies, guidelines, strategies, projects and systems that support the APTC's ICT portfolio.
- Establish and implement effective communication strategies within the ICT team across all locations.
- Implement annual work plans and professional development plans for direct reports ensuring that performance reviews are undertaken as required.

Other

- Actively participate as a member of the Leadership Team and provide strategic and operational advice on matters pertaining to relevant areas of expertise.

NOTES:

1. The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.
2. The incumbent is expected to be collaborative, flexible and willing to assist others during peak periods and absences, as require.

Within the context of the Key Responsibilities and Duties described above, the incumbent will be required to:

Demonstrate professionalism and integrity by:	<ul style="list-style-type: none"> • Adhering to the APTC Staff Code of Behaviour, the APTC Staff Conduct Protocols, and TAFE Queensland's Code of Conduct. • Adhering to DFAT Policies as they relate to APTC. • Adhering to the APTC Close Personal Relationship Policy. • Adhering to the APTC's Child Protection Code of Conduct. • Adhering to APTC policies and regulations, including equal opportunity, anti-discrimination and harassment and those of TAFE Queensland. • Working safely and ensuring others, including students, work safely. • Complying with all accreditation and audit requirements. • Treating people fairly and equitably and being transparent in decision making. • Taking responsibility for timely and accurate completion of work with a strong attention to detail. • Demonstrating initiative in considering alternative ideas.
Support productive relationships by:	<ul style="list-style-type: none"> • Respecting the needs and contribution of team members. • Accepting team decisions. • Taking responsibility for their own performance. • Providing support to other team members. • Demonstrating initiative within the team. • Demonstrating a pro-active and enthusiastic demeanor.
Achieve results by:	<ul style="list-style-type: none"> • Taking responsibility for meeting objectives and achieving shared goals. • Providing courteous, prompt and professional service to external and internal clients. • Responding positively to change. • Being innovative and identifying and implementing improved work practices.
Communicate with influence by:	<ul style="list-style-type: none"> • Effectively presenting information – both verbally and in writing • Accepting and acting on constructive feedback • Attending and actively participating in scheduled meetings

Key Selection Criteria

Qualifications, Experience and knowledge

1. Five or more years' relevant management experience, or equivalent combination of relevant education.
2. Five or more years' relevant work experience managing an ICT portfolio within a regional context, preferably in TVET industry
3. Possession of a relevant degree in Information and Communications Technology from a recognized tertiary institution or approved equivalent.
4. Proven ability to provide leadership and direction to achieve strategic and operational organizational goals with the ability to translate strategic information technology strategies into operational plans and outcomes.
5. Proven ability to work collaboratively and effectively in a multicultural team and build confidence in others to enhance service delivery; develop and support a learning culture as evidenced by the ability to liaise and negotiate, satisfy client needs and motivate and gain commitment from staff.
6. Proven ability to foster a positive and supportive work environment, with the ability to identify and manage partnerships and networks effectively with a wide range of internal and external stakeholders.
7. Excellent time management skills, with the ability to manage heavy workloads, maintain accuracy and meet deadlines, ability to work under pressure and capacity to resolve issues with limited assistance.

Personal attributes

1. Willingness and ability to facilitate rather than direct, to provide support and systems to build staff and partners' confidence and skills to work in an adaptive manner and to work beyond self-interest.

Role Description

2. Strong commitment to reform and Pacific skills development
3. Highly developed interpersonal communication skills with proven experience in building and sustaining productive internal and external stakeholder relationships and developing relationships of trust with partners and counterparts.
4. Demonstrated cultural awareness and sensitivity and proven ability to work with people from diverse cultural and linguistic backgrounds and diversity of age, gender and ability.
5. Ability to work through uncertainty, collaboratively and with creativity to support the achievement of shared objectives.

Desirable Selection Criteria

1. Implemented and Managed a Disaggregated Hyperconverged Infrastructure across the region.
2. Knowledge of a TAFE system or administrative experience in an educational environment would be highly desirable.

Additional Information

1. You may be required to travel and work across various APTC locations.
2. Travel and overnight absences from base may be required for this position.
3. The possession of a motor vehicle driver's license is essential.
4. A criminal history check will be initiated on the preferred applicant.
5. A non-smoking policy applies in APTC buildings, offices and motor vehicles.
6. If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
7. The successful applicant will be required to complete a period of probation.

Inherent Physical Requirements

Physical Requirements		Frequency
Posture	<ul style="list-style-type: none"> • Sitting • Standing • Walking 	Frequent/Constant Occasional/Frequent Occasional/Frequent
Upper Limb/Body	<ul style="list-style-type: none"> • Computer operation • Handwriting • Reaching above shoulder and bending below the knee to access work materials • Repetitive hand movements • Sustained neck flexion when reading documents 	Frequent/Constant Occasional/Frequent Occasional Occasional Occasional
Other	<ul style="list-style-type: none"> • Twisting in a seated position to access drawers at the desk • Lifting/carrying 	Occasional Occasional
Work Environment	<ul style="list-style-type: none"> • Indoor air conditioned rooms • Domestic and international work related travel • Overnight absences from base 	Frequent Occasional Occasional

Signatures

Name of Accountable Manager

Signature

Date

Role Description

Name of Incumbent

Signature

Date