



## POSITION DESCRIPTION

<b>Title:</b>	Director Information Technology and Communication
<b>Location:</b>	Ministry of Education, Rarotonga, Cook Islands
<b>Employment Status:</b>	Individual Employment Contract
<b>Job Size:</b>	Mini- 47, 732 Mid – 55,369 Max-63,006
<b>Accountable To:</b>	Head of Ministry, Secretary of Education
<b>Accountable For:</b>	Information Technology and Communication Division: Supervision of: <ul style="list-style-type: none"><li>- Systems Administrators</li><li>- Technical Support Officers</li><li>- Media</li><li>- Trainee Support Technicians</li><li>- Management and support of MoE Network and 30 schools' networks</li><li>- Development and Training</li></ul>
<b>Date:</b>	1 May 2015

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### **The Ministry of Education's Vision is:**

The Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports life-long learning through the provision of quality services.

### **The Ministry of Education's Mission is:**

Excellence in citizenship through educational empowerment

### **Organisational Values**

Efficiency  
Respect  
Honesty  
Professionalism  
Flexibility

Pride  
Support  
Loyalty  
Sensitivity  
Equity

## **Background/Justification**

- The education system is one of government's key responsibilities and will therefore require large investments in ICT infrastructure and resources to meet its goals. It is therefore imperative that sound ICT governance practices exist within the Education Sector to overcome geographic distances to deliver, support and enhance teaching and learning.
- The Education sector requires an ICT architecture and infrastructure system that is well researched, planned, secure, stable, monitored, scalable and sustainable (both environmentally and financially) to support the achievement of educational goals.
- The Ministry of Education's ability to meet its statutory requirements in terms of adherence to the Official Information Act (2008) is reliant on the use of sound data governance practices and procedures. Education Act (1986-1987), National ICT Policy (2004), NSDP.
- To achieve the goals and targets of the EMP, a communication strategy is essential.
- Effective communication management systems will encourage support from public, regional and international organisations and will lift the profile of the Ministry of Education in line with its vision.

## **Divisional Objectives**

### Information Technology

- To ensure that the Ministry of Education operates an Information and Communication Infrastructure that is robust, well researched, planned, secure, stable, monitored, scalable and sustainable to support the achievement of educational goals.
- To ensure that the Ministry of Education complies with Information and Communication Technology statutory requirements in terms of adherence to relevant Acts and Policies
- To ensure the protection of confidentiality, availability and integrity of the network through developing a Ministry of Education backup and disaster recovery plan.
- To be able to provide ongoing Information and Communication Technology maintenance support for the Ministry of Education and schools through technical support to procure, maintain and replace electronic equipment.
- To provide basic training/orientation for new Ministry of Education staff as appropriate (access to Fileserver, email, internet).
- To ensure that the Ministry of Education E-waste management is aligned with the principles and guidelines of the National Environment Services.
- To ensure that renewable energy is utilized to support Information and Communication Technology systems where it is appropriate.
- To provide technological support that allows the Ministry of Education to deliver on the goals of the Education Master Plan.

## Communication

- To process requests for information in a timely and efficient manner and thereby ensure compliance with the Official Information Act.
- To create agency-wide collateral and marketing materials, including newsletters, Gazettes, brochures, special event materials, and electronic newsletters.
- To implement a comprehensive, targeted, and sustainable communications strategy that supports the Ministry of Education's vision and goals.
- To produce teaching resources and provide support for student learning.
- To create and maintain a network with other organisations (Governments, Non Government Organisations, social groups, mainstream media).
- To ensure credible, useful and current information is available on the Ministry of Education's website.
- To monitor, review and evaluate the communication strategy regularly with the emphasis on continued improvement

## **Key Functional Relationships**

### ***Internal***

- Secretary of Education
- Other Ministry of Education Divisional leaders
- Systems and Technical Support personnel
- Schools

### ***External***

- Office of the Prime Minister – IT Division
- Public Service Commission
- Outsourced Consultants
- ICT vendors/partners (from private sector)
- Telecom
- Local Media (CI News, CITV, etc.)

## **Internal Governance Committee Responsibilities**

The Director Information Technology and Communication is a member of the following internal governance committee:

- Executive Management Team
  - Includes direct reports to Secretary of Education
  - Strategic and Operational planning
  - Financial forecasting, planning, management and reporting
  - Setting Direction for the Division
  - Divisional management decisions
  - Monitoring and Evaluation of Division
  - Reviewing Ministry of Education's capability development and organisational

## **Accountabilities**

### **Key Accountabilities**

- Develop, implement and review an ICT governance framework.
- Develop and implement an ICT strategic plan.
- Develop, implement and review ICT investment plans.
- Conduct ICT research and trends analysis.
- Ensure that ICT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable, and is measured against the ICT governance framework.
- The timely and effective provision of Ministry and Education and schools' ICT support services.
- The provision of training opportunities to raise school and Ministry of Education staff levels of ICT literacy.
- The provision of training opportunities to raise school community levels of ICT literacy.
- Identify develop and train first line support personnel in schools.
- Develop and Manage Online Learning Platforms.
- Develop, train staff and manage student information systems.
- Develop an annual ICT professional development plan and register.
- Develop and manage an ICT portfolio (hardware, software).
- Develop and provide training on websites for the Education sector.
- Assess and monitor the adherence by schools and the Ministry of Education to statutory requirements regarding the use of ICT.
- Build and deploy real time and near to real time reporting for priority areas across the Ministry of Education.
- Recruit, develop and manage Information Technology Interns.
- Develop, implement and monitor green IT strategies.

## Key Collective Accountabilities

As a member of the Executive Management Team, this position has a collective responsibility for leadership in terms of the Ministry of Education's overall performance, in particular, the achievement of key outcomes and generic accountabilities around the management of financial and staff resources as outlined under key accountabilities.

- Participate fully and co-operatively as a member of the Executive Management Team on issues related to the strategic leadership, management and development of the Ministry of Education.
- Provide peer support to other Divisional Leaders and take collective responsibility for the performance of the Ministry of Education.
- Ensure consistency and alignment between groups and promote solution seeking where there are legitimate differences.
- Contribute to the discussion on and implementation of strategic management issues.
- Manage nominated external relationships as directed by the Secretary of Education.
- Identify and manage organisational risks within the Ministry of Education's business risk framework.
- Build the focus on quality within the Ministry of Education and establish and support quality assurance practices.
- Ensure adherence to Ministry of Education policies and fiscal and statutory requirements.
- Develop and manage the Division's business plan aligned with the Ministry of Education's business plan.
- Represent the Ministry of Education both nationally and internationally as required.
- Ensure that activities comply with all relevant legislation and ethical standards.

## Appointee Specification

### Knowledge and Experience

- A minimum of 10 years of relevant IT experience in any or all of the following areas:
  - Managing a medium to large network
  - Information Technology Planning
  - Information Technology Project Management
- Previous experience in a senior management position
- Previous experience managing organisational change
- A sound understanding of various IT Governance Frameworks, COBIT, VAL IT, ITIL, ISO/IEC 38500:2008
- Proficient level of technical understanding in **ALL** of the following areas:

- Windows Server and Small Business Server Systems
- Windows operating Systems
- Microsoft Office Suite
- Microsoft SharePoint Services
- Linux, Open Office and other open source productivity applications
- Databases – MySQL, MS SQL
- Business Intelligence
- Web Design with knowledge in PHP and Joomla
- IT Project Management
- Networking including Wireless, Routing, WAN and VLAN

## **Skills and Behaviours**

### **Key Management Skills**

The incumbent needs to demonstrate the following key management skills:

- Future oriented and visionary
- Strong management and leadership skills
- Excellent communication skills
- Ability to plan ICT investments strategically
- Ability to adapt ICT investments to local conditions and restrictions
- Ability to forecast trends in ICT
- Ability to bring innovative solutions to the delivery and support of educational outcomes
- Ability to understand how ICT projects and operations impact on educational outcomes
- Good understanding of education
- Excellent understanding and skills in ICT
- Ability to build an effective team
- Ability to retain IT staff and skills

### **Key Technical Skills**

The incumbent needs to demonstrate the following key technical skills:

- Excellent understanding of networks (LAN, WAN, SAN etc)
- Excellent understanding of Linux and/or Microsoft environments (Windows 2003, Active Directory, Exchange, Ubuntu etc)
- Excellent understanding of IT Project management issues (Budgeting, Timeline, Requirements)
- Excellent understanding of IT security issues (Firewall, Antivirus, Update Servers etc)
- Excellent understanding of Enterprise Applications (Office, Mail, Web, Calendar, Wiki, DMS, CMS etc)
- Excellent understanding of ICT Applications to Education (Joomla, DFL, LMS, EMIS, SIS etc)

- Excellent understanding of virtualization technologies and environments (VMWare, Citrix etc)
- Excellent Understanding of Business Intelligence tools (SQL and Reporting Services)
- Excellent understanding of servers, networking equipment, workstations, printers and other IT peripherals
- Excellent understanding of support, troubleshooting and help desk issues
- Good understanding of technological trends

## **Other Skills and Behaviours**

The incumbent also needs to demonstrate:

- Strengths-based leadership, with the ability to collaborate with others, across the spectrum of Ministry functions, to achieve mutually agreed goals.
- Strong interpersonal skills including advocacy, public speaking and presenting.
- Ability to deal with risk and crisis management in a structured and calm manner.
- Ability to focus on strategic rather than operational issues.
- Ability to balance practical requirements with leading edge innovation.
- Genuine desire to build an empowering and achieving work environment.
- Desire to undertake challenging tasks in pursuit of long term positive outcomes.
- Ability to think holistically about systems and processes.
- Collaborative approach to the development of quality standards and frameworks.
- Sensitivity towards and understanding of Cook Islands culture.
- Commitment towards positive outcomes in providing high quality education for all.

## **Qualifications**

- A postgraduate relevant qualification with a strong focus on Information and Communication Technology would be preferable.

## **Description of Services**

### **Planning and Compliance**

- Plan for, implement and manage Information and Communication Technology (ICT):
  - plans and strategies
  - processes and governance frameworks
  - investments, deployments and replacements
  - infrastructure and architecture
- Proactively engage in sustainable and environmentally friendly (Green IT) ICT initiatives, practices and technologies in partnership with key stakeholders

- Build and manage relationships with key stakeholders
- Keep up to date with trends and developments in
  - ICT
  - application of ICT in Education
- Conduct research into ICT that supports educational goals and expectations
- Research, develop or procure, install, configure and evaluate new applications, servers and network appliances and configurations for use in education
- Provide technical advice and recommendations for new systems, hardware and software
- Manage ICT project implementation including budgeting, timeline and resource allocation
- Plan and deploy systems for real time reporting
- Manage Network, Systems and ICT Security Audit
- Monitor, evaluate and gather feedback of IT Support Services
- Monitor and evaluate ICT plans and strategies
- Monitor and evaluate ICT investments and assets
- ICT Compliance

### **Support, Maintenance and Training**

- Manage, maintain and administer the Ministry of Education and schools' computers, servers and networks
- Ensure the Ministry of Education and schools' servers and networks are up to date, secure and stable
- Ensure connectivity to the local Internet Service Provider (ISP) is available, secure and reliable
- Ensure connectivity to the Ministry of Education's own Local Area Network is available, secure and reliable
- Ensure backups of all servers are carried out
- Administer user accounts, passwords, email and internet services
- Diagnose and troubleshoot server and network problems and provide solutions in consultation with schools and known stakeholders
- Maintain inventory records of all ICT applications and equipment
- Provide guidance/assistance relating to the use of standard computer applications (Microsoft Office) and electronic equipment (digital camera)
- Provide helpdesk support to Ministry of Education staff and schools.
- Perform trouble-shooting support to all users at MoE and schools.
- Provide basic training/orientation for new MoE staff as appropriate (access to Fileserver, email, internet).



- Provide basic training to schools
- Provide training to the community.
- Liaise with suppliers on behalf of MoE and schools
- Procurement of ICT equipment for MoE and schools
- Prepare relevant user-documentation and operational procedures
- Maintain system configuration documentation for servers and network devices.
- Keep detailed information of MoE Directory and school contacts.
- Keep detailed information of MoE User Accounts and Passwords
- Keep detailed information of schools' Internet User Accounts and Passwords for troubleshooting and monitoring purposes

## **Outputs**

OUTPUT	KEY PERFORMANCE INDICATORS
<b>ICT governance framework developed, implemented and reviewed</b>	ICT Governance Framework developed ICT Governance Framework reviewed annually
<b>ICT strategic plans developed and implemented</b>	ICT Strategic Plan developed ICT needs analysis conducted and report produced annually ICT Strategic Plan reviewed annually
<b>ICT investments plans developed, implemented and reviewed</b>	5 Year ICT Investment plan completed and prioritized ICT Assets Replacement Schedule prepared Annual ICT Budget prepared
<b>Applications Developed and Deployed</b>	ICT Project Reports
<b>ICT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable, and is measured against the ICT governance framework</b>	Annual ICT Report produced
<b>Ministry of Education and schools' ICT support services are provided in a timely manner and meet requests</b>	Annual ICT Report produced ICT Maintenance Schedule and Register End User feedback survey collected and analyzed
<b>Ministry of Education and school staff are ICT literate</b>	ICT Training Needs Analysis conducted ICT Training Schedule prepared
<b>Annual ICT professional development plan and register</b>	ICT Specialist Training Needs Analysis conducted ICT Specialist Training Schedule prepared Workshop & Conference Reports
<b>ICT portfolio (hardware, software) developed and managed</b>	ICT portfolio developed ICT Assets Register prepared ICT Assets Replacement Schedule prepared
<b>Ministry of Education and Schools</b>	OIA request register
<b>adhere to statutory requirements</b>	
<b>Green IT Strategies developed and Implemented</b>	Green IT Strategic Plan Developed Targets identified and implemented

### Personal Commitments

Demonstrated evidence of ability to commit to the following principles:

- Ministry of Education vision, mission and goals, including the Education Master Plan
- Working with Ministry of Education staff, schools and other Government and Non-Government Organisations in a culturally sensitive and appropriate manner.

### Certification:

Secretary of Education

Date: .....