



MINISTRY OF EDUCATION
GOVERNMENT OF THE COOK ISLANDS

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POSITION SUMMARY

Job Title:	Director – ITC
Division:	Information Technology and Communication Division
Responsible To:	Executive Director and Secretary of Education
Responsible For:	12
Job Purpose:	<ul style="list-style-type: none">• 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
Job Classification:	
Date updated:	October 2020

MINISTRY OF EDUCATION VISION

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.

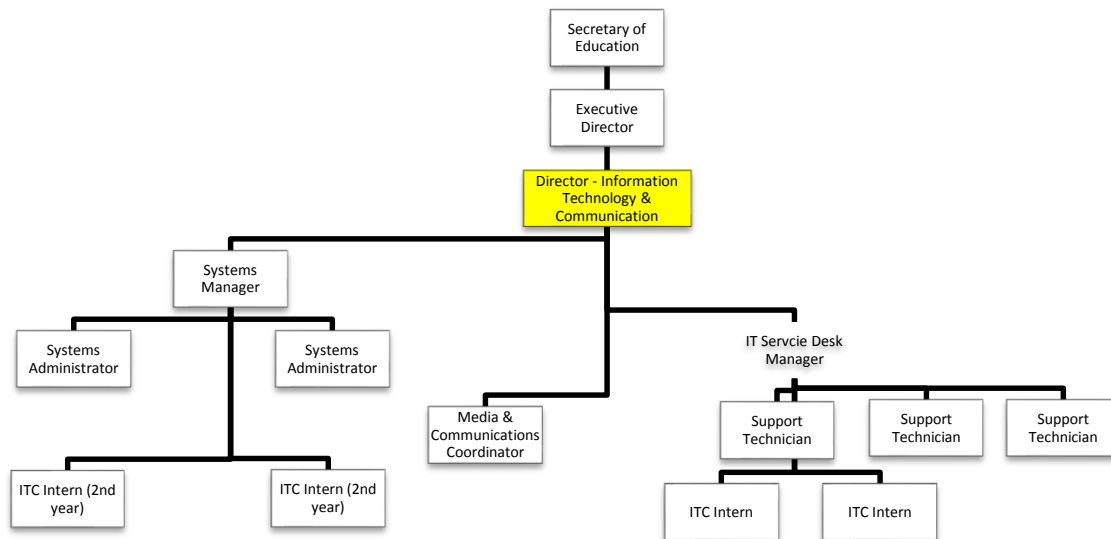
The Ministry of Education provides a dynamic and professional environment which promotes and supports life-long learning through the provision of quality services.

The Ministry of Education Mission is: Excellence in citizenship through educational empowerment.

Organisational Values: Efficiency, Respect, Pride, Support, Honesty, Loyalty, Professionalism, Sensitivity, Flexibility, Equity, Integrity

PSC Values (additional) – Impartiality, service, transparency, accountability, effectiveness.

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>KRA 1: Planning and Development</p> <ul style="list-style-type: none"> • Review and implement the ICT governance framework. • Review and implement the ICT strategic plan and investment plan. • 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. • Proactively engage in sustainable and environmentally friendly (Green IT) ICT initiatives, practices and technologies in partnership with key stakeholders • Manage ICT project implementation including budgeting, timeline and resource allocation • Manage Network, Systems and ICT Security Audits • Monitor and evaluate ICT plans and strategies • 	<ul style="list-style-type: none"> • ICT Governance Framework reviewed annually • ICT Strategic Plan reviewed annually • 5 Year ICT Investment plan completed and prioritized • ICT needs analysis conducted and report produced annually • ICT Assets Replacement Schedule prepared and implemented • Annual ICT Budget prepared and approved • Annual ICT Report produced • ICT Maintenance and security audit schedule and register
<p>KRA 2: ICT Research and Development Conduct ICT research and trends analysis.</p>	

<ul style="list-style-type: none"> • 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 • Keep up to date with trends and developments in ICT and application of ICT in Education • Build and manage relationships with key stakeholders 	<ul style="list-style-type: none"> • Develop innovative solutions for the education sector by working in collaboration with teaching and education staff • Administration, training and support for all of Education's IT systems solutions and processes is provided • A high level of technical knowledge is maintained that meets the needs of the Education Sector. • IT staff are trained and knowledgeable on all aspects of the IT environment
<p>KRA 3: IT Systems Administration & Maintenance</p> <ul style="list-style-type: none"> • 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 • Diagnose and troubleshoot server and network problems and provide solutions in consultation with schools and known stakeholders • Prepare relevant user-documentation and operational procedures • Maintain system configuration documentation for servers and network devices • Administer user accounts, passwords, email and internet services 	<ul style="list-style-type: none"> • Systems and networks are reviewed, designed and implemented • System redundancies are planned, implemented and tested • Networks are modified/upgraded to meet educational sector goals • Data backup plan is designed and implemented • Monthly data and ICT reports • MoE Directory and school contacts register • MoE User Accounts and Passwords register • Firewalls are implemented, managed and tested for each site • User access controls are implemented and managed across the system • Web proxy, web filtering and reporting are implemented. • Licencing, updates, antivirus and other subscription offerings are well managed • Design, implement and manage VOIP and PABX services. • All web sites and web solutions are developed to meet user needs across multiple sites • ICT Maintenance Schedule and Register
<p>KRA 4: IT Asset Management Plan</p> <ul style="list-style-type: none"> • Develop and manage an ICT portfolio (hardware, software). • Maintain assets & inventory records of all ICT applications and equipment • Liaise with suppliers on behalf of MoE and schools • Procurement of ICT equipment for MoE and schools • Provide guidance/assistance relating to the use of standard computer 	<ul style="list-style-type: none"> • Proactive maintenance, checks, tests and servicing is carried out. • ICT investment plan • Assets/inventory register maintained • Assets replaced according to schedule • Asset disposal meets environmental disposal plan • Assets bookings register • ICT Maintenance Schedule and Register • Monthly ICT reports

<p>applications (Microsoft Office) and electronic equipment (digital camera)</p> <ul style="list-style-type: none"> • Monitor and evaluate ICT investments and assets 	
<p>KRA 4: IT Support, Training and Development The timely and effective provision of MoE and schools' ICT support services.</p> <ul style="list-style-type: none"> • Provide helpdesk support to Ministry of Education staff and schools • Perform trouble-shooting support to all users at MoE and schools • Monitor, evaluate and gather feedback of IT Support Services • Provide basic training/orientation for new MoE staff as appropriate (access to Fileserver, email, internet) • Identify develop and train first line support personnel in schools. • Provide basic training opportunities to MOE staff, schools and to the community to raise levels of ICT literacy • Develop an annual ICT professional development plan and register. • Develop and provide training on websites for the Education sector. • Recruit, develop and manage Information Technology Interns 	<ul style="list-style-type: none"> • Administration, training and support for all of Education's IT systems solutions and processes is provided • Liaise with the Ministry and schools in regards to support • Sites, systems, process and solutions are documented • Regular proactive monitoring and auditing of IT services and solutions is carried out • End User feedback survey collected and analysed • ICT Training Needs Analysis conducted and training schedule prepared • IT staff are trained and knowledgeable on all aspects of the IT environment • Education and school staff are provided with training. • Knowledge based articles are created and used. • Workshop & Conference Reports • Interns are trained and developed according to their learning schedule
<p>KRA 5: Communication & School Support</p> <ul style="list-style-type: none"> • Implement a targeted and sustainable communications strategy that supports the MOE vision and goals • Manage MOE marketing materials including the Gazette, newsletters, brochures, special events materials (e-materials) • Maintain networks with other organisations – Government, NGO, educational, mainstream media. • Ensure credible and current information is available on MOE website, social media platforms • Monitor, review and evaluate the communication strategy with the emphasis on continued improvement. • Develop, train staff and manage student information systems. • Develop and Manage Online Learning Platforms. 	<ul style="list-style-type: none"> • MOE communications strategy is implemented across different media platforms according to schedule of publications • Educational articles-content are sourced, edited, formatted and published • Relevant networks are maintained to disseminate information • Website and social media content is current and • ICT monthly and annual reports • SMS implemented and supported across schools and CITTI • Knowledge based articles are sourced or created and are available MOE staff, school and providers
<p>KRA 6: Collective Leadership Responsibility</p>	<ul style="list-style-type: none"> • SMT reports, minutes of meetings

<ul style="list-style-type: none"> • 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. • Provide peer support to other Directors and take collective responsibility for the performance of the Ministry. • Develop and manage the Division's business plan aligned with the Ministry of Education's business plan with a focus on quality. • Manage nominated external relationships as directed by the Secretary of Education. • Identify and manage organisational risks within the Ministry's business risk framework. • Ensure adherence to Ministry of Education policies and fiscal and statutory requirements. • Represent the Ministry both nationally and internationally as required. 	<ul style="list-style-type: none"> • Reports responding to national, regional and international research and evaluation studies • Monitoring tool to meet divisional outputs - mid-term and annual reports • Central planning and reporting documentation (sector, national, regional, international) • Risks and Issues analysis reports • Divisional plans, meeting schedule and reports
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WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken</i>	
1	Manage a team of IT professionals to deliver on identified divisional objectives.
2	Audit, design and deploy systems to ensure that IT infrastructure is robust, secure, stable, flexible, scalable, accessible, available and sustainable.
3	Systems are proactively monitored and maintained. Regular service is conducted according to schedule. Solutions are designed and implemented that meet education needs.
4	Review and implement ICT strategic & investment plans, (annual and midterm) to achieve outcomes of the Education Master Plan, central planning and reporting (sector, national, regional, international)
5	Policy development, review, implementation and management (strategic, issues and operational) in ITC systems management, budgeting, procurement and DRM.
6	Provide valuable and professional contribution to relevant national and regional stakeholders, workshops and conferences. Implement partnership arrangements liaising with donors and development partners.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	In collaboration with the Director of Finance, oversees all financial expenditure of the Division, particularly as it relates to operations & achieving divisional objectives. Can authorise spending of up to \$1,000.
Staff	In conjunction with the HRM Division, participate in the recruitment of staff, manage the completion of staff Performance Appraisals, and inform HOM of all significant matters relating to staff, in particular staff leave, discipline, conduct and performance.
Contractual	Able to negotiate large purchases of IT equipment, office equipment - photocopiers etc. , (CAPEX) contracts up to \$30,000

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (List the external and internal types of functional relationships)

Internal Relationships	Nature of Contact	External Relationships	Nature of Contact
HOM, Directors, ITC Division staff, HRM, Finance and MOE central administration staff	Governance compliance, M&E framework, central planning, human resources management, financial & asset management, school IT systems, compliance and review, and other matters as required (Heavy)	Government Ministries, SOE's Agencies inclusive of OPM – IT Division, Vodafone – school broadband, IT solutions MFEM – Treasury (CAPEX)	ICT policy and planning queries & compliance; provision of valid and reliable data/reports; supplying/requesting data and information; MOU for IT support, MFEM- assets (CAPEX) queries, (Vodafone) and other matters of national interest as required (Routine)
Principals/CITTI Managers and management teams including private schools, PTA/BOT and school community's	Provision of ICT advice, guidance and support services, IT assets management and procurements, training and development, IT connectivity, security, reporting and feedback to queries (Heavy)	Local/online media outlets (CITV, CI News, Radio etc), NGO, private sector	Provision of public release information & materials, supplying/requesting data and information to organisations promote educational goals and programs (Promoting)
School/provider staff, consultants-contract workers	Provision of assistance & IT support services to school staff, guest, consultants and contract workers (Heavy)	Local and overseas vendors and suppliers	Daily and continual contact with suppliers fostering long-term positive relationships to benefit the MOE/schools (Routine)

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

(Selected from Knowledge and Experience)

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> • Postgraduate qualification in Computer Science, Information systems or a technology related field possessing a • Bachelor's degree in Computer Science, Information systems. • Industry qualifications from Microsoft, Cisco, Mikrotik 	<ul style="list-style-type: none"> • Master degree in Computer Science, Information and communication systems or a technology related field • Have completed studies in Education

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> • A minimum of 10 years relevant IT experience in any or all of the following areas with • At least 5 years' experience in a Senior Management Position, managing medium to large networks and IT Planning & project management experience • 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: <ul style="list-style-type: none"> - Excellent understanding of virtualization technologies and environments (vmware, Citrix etc) - Excellent understanding of Business Intelligence tools (SQLand 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 	<ul style="list-style-type: none"> • At least 10 years work experience in ICT and work experience at the Director Level

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
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Expert	<ul style="list-style-type: none"> • Education IT services and solutions: Expert understanding of Education managed systems. Ability to provide, administer and support systems and end user interactions. • Systems Engineering – expert knowledge of operating systems (server and client), XEN Server, Mikrotik, networking, security, user software, peripherals and managing consumables. • Systems design: Expert understanding of infrastructure and systems. Ability to review and design solutions to meet education needs. • System Audit: Ability to audit IT systems for security, design, efficiency and vulnerabilities • Strengths-based leadership, with the ability to collaborate with others, across the spectrum of Ministry functions, to achieve mutually agreed goals
Advanced	<ul style="list-style-type: none"> • Manage, recruit, appraise and develop staff to meet the objectives of the ITC division. Ability to build an effective team and staff capability • Ability to plan ICT investments strategically and to adapt to local conditions and constraints • Ability to forecast trends in ICT with a good understanding of and application to Education • 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 • Strong interpersonal skills including advocacy, public speaking and presenting. • Superior project management skills • Ability to focus on strategic rather than operational issues. • Ability to think holistically about systems and processes. • Genuine desire to build an empowering and achieving work environment
Working	<ul style="list-style-type: none"> • Ability to deal with risk and crisis management in a structured and calm manner • Ability to balance practical requirements with leading edge innovation. • Sensitivity towards and understanding of Cook Islands culture. • Sound research & report writing skills (including the collection of both quantitative and qualitative data) • Ability to rise to the challenge of new and difficult tasks in pursuit of long term positive outcomes • Commitment towards positive outcomes in providing high quality education for all.
Awareness	<ul style="list-style-type: none"> • Other government and non-government agency/organisation mandates, relevant legislation and QMS • Regional agencies, their function and requirements

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date