



KINROSS WOLAROI
— SCHOOL —

IT Operations Manager

Candidate Information Pack

Closing Date: 10 August 2025

July 2025



About Kinross Wolaroi School

Kinross Wolaroi School is a co-educational, independent day & boarding school of the Uniting Church. The School has a proud tradition of educating young people in its regional context and has been doing so for more than 140 years.

With a strong history of excellent academic results along with a diverse co-curricular program, Kinross Wolaroi School is a non-selective school with over 1,000 students (including more than 330 boarders in Years 7 to 12), located in the regional centre of Orange, NSW. We firmly believe that the enjoyment of learning and the wellbeing of our students are paramount. Our students learn to think independently and develop a sense of authenticity that will be valuable in a world that is constantly evolving.

The School has two main campuses. The main campus, called *Wolaroi*, is a picturesque campus of 20 hectares and accommodates the main teaching facilities as well as the boarding facilities for boys boarding. A second campus, called *PLC*, is located approximately five kilometres west of the main campus (on the opposite side of the city of Orange) and houses the girls' boarding facilities, a number of staff residences, a recreation and examination centre, an outdoor swimming pool and playing fields.

All classroom activities (the normal school day activities) for all students enrolled in Pre-K to Year 12 occur on the Wolaroi Campus. The main campus also includes a performance theatre, an auditorium, a sports complex including gymnasium and indoor swimming facilities, a medical centre as well as five playing fields.

For more information on our School, please visit www.kws.nsw.edu.au.



POSITION OBJECTIVES & RESPONSIBILITIES

The IT Operations Manager (**Manager**) will be responsible for driving technology integration and leading change management initiatives that transform how technology supports education and operational efficiency across the School. This role focuses on ensuring successful implementation of long-term technology initiatives while providing direct training and support for emerging technologies that enhance teaching, learning, and administrative processes to improve the overall experience for staff, students and parents.

The Manager will work closely with the Director of Information & Technology (IT) to champion technology adoption, manage complex change projects, and build capability across the school community. This role requires a passion for educational technology and proven expertise in change management and project delivery, with the ability to translate technology potential into practical outcomes that support the School's mission.

The Manager will be an effective communicator and trainer, capable of explaining complex technical concepts in accessible ways and providing hands-on support to help staff and students embrace new technologies. This position emphasises building technology confidence and competence across the entire school community while ensuring that technology initiatives align with educational goals and operational requirements.

Being a 'hands on' position, the Manager will enable successful technology adoption through comprehensive training programmes, direct user support for staff, and systematic change management approaches. The role involves working closely with educational leaders and staff to identify technology opportunities and ensuring that infrastructure and services support innovative teaching and learning practices.

The Manager can expect to liaise with:

- Director of IT
- Information Systems Manager
- Internal and external ICT contractors
- Staff
- Students
- Executive Director, Corporate & Governance
- Director of Human Resources
- Heads of Department
- Operational Leaders
- Parents



POSITION DESCRIPTION

Duties related to the position include, but are not limited to the following:

| Key Word | Duties |
|---|---|
| Change Management & Technology Integration | <ul style="list-style-type: none">• Lead technology adoption initiatives across the school, ensuring successful implementation of new systems and tools that enhance the staff, student and parent experience.• Contribute to comprehensive change management strategies for technology projects• Collaborate with educational leaders and staff to identify technology opportunities that enhance teaching and learning.• Contribute to and implement technology integration roadmaps aligned with educational and operational objectives.• Monitor and evaluate the success of technology initiatives, adjusting to maximise impact.• Champion a culture of continuous improvement and technology-enabled innovation. |
| Project Management | <ul style="list-style-type: none">• Manage multiple technology projects simultaneously, ensuring delivery within scope, timeline, and budget.• Provide project management expertise and energy to drive long-term change initiatives to successful completion.• Develop detailed project plans, risk assessments, and communication strategies.• Coordinate cross-functional project teams and stakeholder engagement.• Establish project governance frameworks and reporting mechanisms.• Ensure effective project documentation and knowledge transfer.• Support the yearly ICT project plan with hands-on project leadership. |
| Training and Support | <ul style="list-style-type: none">• Deliver comprehensive training programmes for staff on new and emerging technologies.• Provide direct, hands-on support to staff and students in technology adoption.• Create training materials, documentation, and resources to support ongoing learning.• Establish peer support networks and technology champion programmes.• Conduct regular technology skills assessments and develop targeted training responses.• Enable staff to become confident and competent users of educational and administrative technologies, improving their ability to enhance student and parent experiences.• Provide ongoing coaching and mentoring for technology integration in educational contexts. |



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| Key Word | Duties |
|---------------------------------------|--|
| Service Delivery | <ul style="list-style-type: none">• Partner with the school's embedded ICT helpdesk (managed services provider) to ensure excellent support outcomes for our entire School community.• Engage with the managed services provider through regular formal and informal meetings to enhance performance and identify improvement opportunities.• Escalate technical issues to third-party providers and vendors as appropriate.• Contribute to service delivery standards that support effective technology adoption.• Coordinate user support during technology transitions and implementations. |
| Infrastructure | <ul style="list-style-type: none">• Coordinate with infrastructure teams to ensure systems support technology initiatives.• Contribute to infrastructure planning that enables educational technology goals.• Engage with managed services provider to monitor and report on infrastructure capability, capacity and health. |
| Cyber and Risk Management | <ul style="list-style-type: none">• Act as an ambassador for good cyber hygiene in all interactions with staff and students.• Integrate security awareness into existing training programmes and technology initiatives.• Promote secure practices when implementing new technologies.• Escalate identified cyber risks to cyber risk register for risk assessment. |
| Vendor and Contract Management | <ul style="list-style-type: none">• Maintain and update IT contract, vendor and external contractor registers.• Contribute to vendor selection processes for new technology implementations.• Monitor vendor performance against service level agreements.• Contribute to IT vendor, contract and RFI processes and procedures. |
| Other Duties | <ul style="list-style-type: none">• Update general IT policies, procedures, and documentation as required and as directed by the Director of IT. |
| General | <ul style="list-style-type: none">• Attend to any other matters thought appropriate for the position and consistent with the skills of the incumbent as directed by the Director of IT and/or the Executive Director, Corporate & Governance. |

Professional Review

This position description as outlined above is intended as a framework for professional review. The School reserves the right to alter roles and responsibilities requirements as required.



Reporting

In all matters concerning their employment, all employees are ultimately responsible to the Principal. However, in relation to this role, for practical purposes these functions are delegated to the Executive Director, Corporate & Governance. For day-to-day operational matters the position will be responsive to the directions of the Director of IT (the Supervisor).



SELECTION CRITERIA

Essential Professional Criteria

- Minimum five years of experience in a technical lead role.
- Demonstrated superior technical ICT skills and knowledge of contemporary ICT best practice.
- Demonstrated ability to develop and implement operational plans in line with ICT strategy.
- Demonstrated track record in ICT project management, excellent organisational, workload planning and time management skills, ability to manage varied and conflicting demands to agreed standards and timelines.
- Demonstrated understanding and appreciation of the risks associated within the ICT environment, and an ability to articulate and develop effective strategies to minimise such.
- Demonstrated ability to exercise sound judgement and carry out instructions with minimum supervision, but also to work collaboratively as an effective team member.
- Demonstrated knowledge and skills in systems integration and evaluation and vendor / contractor management.
- Demonstrated ability to build and maintain a strong IT team with the proven capacity to develop and manage an area of activity, including setting directions, monitoring workflows, supervising staff and providing feedback, managing performance resolving grievances and facilitating change management.
- Demonstrated ability to express and communicate complex technical concepts simply, both verbally and in written form.
- Demonstrated support for, and the capacity to develop and maintain an organisational culture based on ethical, professional and personal behaviours with an operational excellence focus.

Desirable Professional Criteria

- Tertiary qualifications and/or relevant professional certifications in the ICT field; with a demonstrated commitment to ongoing professional learning and development.
- Prior experience and proven success in managing complex change in a large educational environment.
- Prior experience and proven success in managing information technology resources, staffing and services in an educational environment.
- Prior experience with Cyber Security Frameworks (e.g. NIST, ASD Essential 8) and controls.
- Prior experience with advanced technical controls and changes within Microsoft 365 hybrid cloud environment.



General Expectations for staff at Kinross Wolaroi School:

- Support for the culture of an Independent Uniting Church School is an essential prerequisite for all employees.
- Willingness to support the School's Mission, Vision and Values.
- Serve as good ambassadors of the School. This includes conducting oneself in accordance with the professional standards of the School, including being well-groomed and professionally attire.
- Take an active interest in the general life of the School – supporting policies, procedures, aims and objectives to facilitate the day-to-day operation of, and promote a high quality of education within, the School.
- Attend staff meetings and training when required.
- Ensure all students and parents are provided with a quality service in a timely, efficient, and friendly manner.
- Maintain professional confidentiality concerning information about staff and/or students and their families.
- Ensure that all documents are prepared and presented in accordance with the School's Style Guide.

Working with Children Clearance

The *Child Protection (Working with Children) Act 2012* (NSW) applies for anyone working in child related employment. It is expected that a verified Working Children's Check Clearance will be provided before commencement of duty for any role at the School and that the employee will ensure this clearance is maintained and updated as required whilst ever employed at Kinross Wolaroi School.

Workplace Health & Safety

- Be informed of and comply with WHS legislative and associated requirements (as employer makes information available, employee is to take steps to understand how it applies to self).
- Observe Kinross Wolaroi School WHS Protocol.
- Identify WHS information and training needs for self.
- Be involved in WHS projects according to priorities set by consultative processes and management direction.
- Comply with WHS initiatives as directed and agreed with management and consultative processes.
- Comply with safe work procedures as instructed by supervisor or manager.
- Comply with legal and reasonable instructions from employer representatives.
- Report all hazards, accidents and incidents to your supervisor and comply with WHS committee recommendations.



APPOINTMENT CONDITIONS

Employment will be offered on the basis of an ongoing, full time role commencing by negotiation.

Employment will be offered subject to a period of probation, defined as six months in accordance with the *Fair Work Act 2009* (Cth).

Employment conditions are governed by the *Independent Schools NSW (Professional and Operational Staff) Cooperative Multi-Enterprise Agreement 2025* (CMEA), as amended from time to time, or any subsequent industrial instrument that replaces it. The position is classified at the Clerical & Administration Level 5.2 of the CMEA. The total salary component, paid in substitution for the rate specified in the CMEA, will be subject to negotiation with the successful candidate within the base salary range of \$110,000 to \$125,000 depending on the skills and experience of the candidate.

Comprehensive terms and conditions of appointment will be the subject of a separate employment agreement.

Right to Work in Australia

Kinross Wolaroi School is not in a position to sponsor entry into Australia. In applying for an Australian based position, you will be expected to already have a valid Australian work permit (permanent residency or applicable work visa). Information on Australian visas and working entitlements are available from the Department of Immigration.



APPLICATION

To make a confidential enquiry about the position, please contact the Humans Resources Department on recruitment@kws.nsw.edu.au.

To apply for this exciting role, please submit the following to recruitment@kws.nsw.edu.au:

- **A cover letter** outlining your overall suitability for the position, including insights into who you are and what you have achieved during your career. Please ensure your cover letter addresses the Essential Knowledge, Skills and Attributes as well as the Essential Professional Criteria.
- **A Curriculum Vitae (CV)** clearly outlining your qualifications (including the institution and the date completed), career history, WWC accreditation, and current contact details.

Please include at least two referees at the end of your CV with their name, current position and contact details.

Referees will not be contacted without your prior agreement.

Preferred applicants will be screened in accordance with Child Protection legislation.