

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	Head of IT Operations & Business Partnering	Reference: February 2023
Function/Department	IT	Location: AIS
Manager Title	IT Director, Asia and Managing Director, AIS and BCS	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The Head, IT Operations & Business Partnering, is responsible for ensuring all aspects of IT at Australian International School (AIS) and Brighton College Singapore (BCS) are delivered in an efficient, cost effective, and secure manner; being a valued partner to school academic and operations leadership; and increasing customer satisfaction regarding IT services.

The key aspects of this role include:

- Business partnering and stakeholder management
- IT operations and service delivery
- IT budget and roadmap development/management

This role has functional reporting to the Regional IT Director (Asia), and administrative reporting to the Managing Director of AIS and BCS. This role will work closely with the regional IT team in Asia, Group IT team (UK), and other IT heads in Asia. This role oversees IT Team and user population of AIS and BCS.

Responsibilities

Leadership and Management

- Develop and implement the long-term IT target operating model that meets school needs and dovetails with the global/regional operating model and organizational design.
- Develop and manage the annual school IT Opex and Capex budgets and corresponding roadmaps.
- Enhance the capability of the school IT team through focused training, development, and recruitment.
- Be the IT thought partner for school leadership.
- Represent school IT at regional and global IT forums.

Operations

- Develop and implement end user SLAs and KPIs which are used to performance manage school IT teams.
- Identify opportunities to simplify school IT infrastructure and application landscape.
- Maintain IT policies and procedures, ensuring compliance at a school level.
- Work in partnership with other school IT leaders to harmonize and proliferate IT best practices.
- Work closely with the Regional Infrastructure team to ensure school IT Infrastructure is robust and effective.

IT Applications

- Overall responsibility for ensuring that the delivery of IT applications is robust and supports school operations. This includes defining the IT Application roadmap at AIS and BCS in line with Regional IT strategy, incorporating new capabilities, planning for IT transformation, and retiring obsolete technologies.
- Partner with Regional IT and school Finance to build IT application investment budgets (including license, maintenance, and support costs), in line with the IT application roadmap.
- Optimize application spend while adapting to changing priorities and emergent issues.
- Work closely with the EdTech/Digital Learning team to maintain/improve existing applications, and to provision new systems/capabilities.
- Key applications include, but are not limited to, SIS, LMS, CRM, Cornerstone, Netsuite.

Cyber security

- Partner with Regional and Global IT to ensure Cognita cybersecurity controls are effective at school level.
- Operationalize relevant IT policies, standards, and procedures to improve IT security and governance.
- Continuously monitor security posture and identify opportunities for improvement.
- Manage annual cybersecurity audit and remediation of findings.

Disaster Recovery Planning (DRP)

- Develop/maintain DRP for school level IT systems and infrastructure.
- Identify investment required to build/enhance DRP.
- Manage annual DRP testing, assess test results and recommend improvements accordingly.
- Support the school in developing appropriate business continuity plans.

It is the job holder's responsibility to promote and safeguard the welfare of children and young person's for whom they are responsible, or with whom they come into contact with and compliance with the relevant Cognita Safeguarding Child Protection Policy and Procedures should be adhered to at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, they must report any concerns to the School's Designated Safeguarding Lead or to the Head or indeed to the Cognita Regional Safeguarding Manager so that a referral can be made accordingly to the relevant third party services.

Position Requirements

- 10+ years experience working as an IT professional
- 5+ years experience leading an IT function
- Strong people leader who can set a clear vision and direction for the team
- Robust track record of successful project management
- Experienced in driving IT transformation and change management
- First-hand experience in education sector and EdTech is an advantage
- Ability to establish relationships and build rapport to influence stakeholders at all levels



- Ability to manage ambiguity and shifting priorities in a calm and considered way
- Able to bring clarity to complex and ambiguous situations, uncover business or technical issues and facilitate their resolution.
- Strong analytical and problem-solving skills.
- Effective and adaptive communication skills – ability to manage internal stakeholders of various levels
- Positive work attitude and strong team player – focused on making things happen
- Is a ‘go-getter’ who rises to meet challenges.
- Must be a good listener and be curious.
- The successful candidate will possess an entrepreneurial mindset; understanding that IT is a “business within a business” where we must earn the right to ‘sell’ our services to our internal customers.

Qualifications

- A Bachelor's degree (or equivalent) in Computer Science, Information Systems, or equivalent experience.
- Professional and cyber security certifications (PRINCE2, PMP, ITIL) will be an advantage.

Contacts

- School Senior Leadership (Head of School/Superintendent, Managing Director of Operations)
- School Academic Leadership
- School Operations Leadership
- Digital Learning / EdTech Lead
- School IT team
- Asia IT and Group IT teams
- 3rd party solution providers and vendors

Working Conditions

- School environment
- Ability to travel when required (not often)
- Extended working hours to facilitate operations and project-related activity (as required)



Terms of Employment

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed. Appointment is subject to an enhanced Disclosure and Barring Service (DBS) check for regulated activity (if the candidate has lived in the UK) and/or criminal/police or equivalent background checks for all other countries inhabited (irrespective of whether you worked in those countries).

- Working Hours: 8:00 am – 5:00 pm, Monday to Friday, plus occasional meetings outside working hours
- Annual Leave: 21 working days per annum
- Medical Benefits: Group medical insurance
- Sick Leave/Hospitalisation Leave: 60 days hospitalisation leave including 14 days sick leave
- Probation Period: 3 months from date of commencement
- Reference Check: Required
- Background check: Required