

IT Support Staff for Queensland's State Schools

The Queensland Government is committed to supporting our state schools with dedicated IT support to meet the demands of learning in the digital age and has allocated \$138.6m over 4 years to provide schools with a resourcing grant for IT Support Staff.

This ongoing resourcing, to be provided to schools as a cash grant from the start of the 2018 school year, will be allocated at a rate of \$64 per student and will be indexed at 2.5% in future years. This IT support funding allocation is equivalent to 1.0 FTE TO2 (Technical Officer level 2) per 1000 students.

For example, a school with 525 students enrolled on Day 8 would receive $525 \times \$64 = \$33,600.00$. Under this scenario, this school's allocation is sufficient to employ a 0.5 FTE TO2 IT Support Technician.

To support our smaller schools (those with 50 or fewer students) a minimum base grant of \$3200 will be provided. This funding will provide schools with the flexibility and capacity to form cluster arrangements with other schools to ensure the approach to providing IT Support best meets the needs of the local context.

This dedicated, additional investment in IT Support will provide schools with the certainty of funding required to support permanency of employment for IT Support Staff or the continuation of existing external IT Support arrangements.

The IT Support Staff resourcing grant will be based on the February effective enrolment data and provided in two equal amounts in the April and October GAPS payments.

Frequently asked questions (FAQs)

When will this initiative commence?

This initiative will commence from the start of the 2018 school year.

When will schools receive the funding for this initiative?

The IT Support Staff resourcing grant will be based on the February effective enrolment data and provided in two equal amounts in the April and October GAPS payments.

What can schools use this funding for and what do I need to do to track expenditure?

The IT Support Staff resourcing grant is provided for schools to use in maintaining a reliable, secure and personalised ICT learning platform. Schools may use the grant to:

- provide job security for existing IT support staff;
- employ additional IT technicians; and/or
- continue existing external IT Support arrangements.

It is important that schools plan, implement, monitor and evaluate the allocation of this funding in a manner that is consistent with the intent of the initiative and maintain records that would support any system evaluation or audit of the investment to be undertaken over the next four years.

Does this initiative mean a school can only employ IT Support staff at the TO2 level of classification?

No, IT Support Staff resourcing grant is allocated as funding to the school and the classification of any IT support staff employed will continue to be determined by the principal considering the context and needs of the school and can include staff from an appropriate stream under the Public Service Award (e.g. Technical Stream, Operational Stream). The TO2 level of classification has been used to inform the basis on which the funding is allocated to schools. To assist schools to determine what IT support role will best suit their needs and when advertising for these positions, new [Technical Officer](#) role descriptions have been prepared which provide advice to support classification decision making, considering the roles, responsibilities, knowledge and experience required by the officer in the individual school context.

What happens under this initiative if the school is already employing an IT Support staff member at a higher level (e.g. TO3)?

The school can continue to employ this staff member at the TO3 level of classification and will only need to “top up” the difference between the amount received from this initiative and the current salary of the staff member.

The school may also elect to continue funding the existing role from the current funding source and use funding from this initiative to employ additional IT Support staff members, particularly in times of peak demand for IT Support.

It is important for schools to be able to monitor and evaluate the allocation of this funding over time.

What happens under this initiative if the school is already employing an IT Support staff member at a lower level (e.g. 002)?

The school can continue to employ this staff member at this level and provide employment security based on the availability of an ongoing funding source. Equally, the school may also elect to continue funding the existing role from the current funding source and use funding from this initiative to employ additional IT Support staff, particularly in times of peak demand for IT support.

Existing staff should be given priority when considering security of employment, particularly long-term temporary employees who may be eligible for conversion to permanency.

How does this initiative maximise the opportunity for permanency of employment for officers employed in temporary IT Support staff roles?

Aligned with the Department’s commitment to the maximisation of permanent employment, this initiative delivers ongoing funding to support maximising permanency of employment for IT Support Staff. The [Public Service Commission Temporary Employment Directive 08/17](#) provides advice on situations in which it is appropriate to move officers from temporary to permanent employment. Human Resources consultants and regional staff are available to provide further advice on the application of the directive.

Can schools form cluster arrangements - combining funding allocations to create an IT Support officer position?

Yes, many schools already have these arrangements in place to create viable IT Support positions which are shared across schools. This initiative provides an opportunity for schools to enhance the cluster IT Support employment fraction and/or establish the position on a permanent basis.

Schools may need to consider and formalise the following when establishing a cluster technician agreement:

- Host school arrangements - administrative management of the position (e.g. pay, leave, roster development/variation)
- Supervision – establishing clear reporting and supervision arrangements (which principal will provide supervision of the position).
- Equity of access (e.g. ensuring no school is disadvantaged by public holidays or Pupil Free Days)
- Impact of the [Public Service Commission Temporary Employment Directive 08/17](#)
- Consultative provisions
- Resources required by the position (laptop, mobile phone, hard drive, tools and equipment).

How does this initiative impact on IT Support positions which have been created through workplace reform processes?

Decisions in relation to workplace reform initiatives are best made at the local school level to ensure the needs of the particular school context are met. Principals will be required to ensure appropriate consultation in accordance with relevant industrial agreements occurs in relation to workplace reform initiatives and funds allocated for staff are used for the employment or professional development of staff.

Directly funding IT Support positions through this initiative may enable the restoration of positions which in the past were 'traded off' to provide IT Support roles.

Will all state schools receive funding for this initiative using the same methodology?

Yes, all schools that are not currently allocated an IT Support Technician resource through the staffing models are eligible to receive funding through this initiative. If a school is currently receiving an IT Support Technician allocation which is below the funding levels provided through this initiative, the current allocation will be "topped up" to equal the funding provided through this initiative.