

Role Description

School Technical Officer, (Generic)

Job Ad Reference	
Job Evaluation No.	17480
	TRIM No. 17/#####
Work Unit	State School/State High School or Other Education Institution State Schools Division
Location	Various locations throughout the State
Classification	TO2 (Progressional) Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week
Job Type	Permanent / Temporary / Full-time / Part-time Temporary period until XXXX unless otherwise determined
Salary Range	per annum <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>
Contact Officer	
Contact Telephone	
Closing Date	

Your employer

The Department of Education and Training (DET) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. The department delivers world class education and training services for people at every stage of their personal and professional development. We are also committed to ensuring our education and training systems are aligned to the state's employment, skills and economic priorities. DET is a diverse organisation with the largest workforce in the state. We provide services through the following service delivery areas:

- State Schools Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.
- Training and Skills Division works to meet the current and future needs of the economy through building a world class training system to enhance the skills of Queenslanders and optimise employment opportunities. The division achieves this through the regulation of the state's apprenticeship and traineeship system, strategic investment in training and skills, informing consumers, supporting a quality Vocational Education and Training (VET) sector and providing whole of government leadership on training and skills issues.
- Policy, Performance and Planning Division takes a strategic approach to driving the business of the portfolio, across, schooling, training and employment, early childhood, education and care and Indigenous education policy. The division engages in policy development and intergovernmental relations, legislation, governance and planning, and monitors and reviews the department's performance framework.
- The Early Childhood and Community Engagement Division is responsible for the strategic management and implementation of early childhood reforms, coordination of early childhood education and care programs, approval and regulation of services, supporting assessment and ratings and the quality improvement for all early childhood development and education services in Queensland. The Division is also responsible for the department's community engagement and communication priorities with a specific focus on working with stakeholder to meet government goals, commitments and targets. State Schools Division is responsible for ensuring Queensland state school students are engaged in learning, achieving and successfully transitioning to further education, training and work.



State Schools Division develops the strategic direction for state schools, supported by operational policies and ensuring their implementation in regions and schools.

Schools are the focus of expertise in learning. They perform a vital role in providing opportunities to students to acquire knowledge and understanding, pursue special interests, strive to achieve excellence and develop social and vocational skills. Their core business is providing a learning program for students to achieve system wide and school based learning outcomes. Schools also aim to facilitate and support participation among parents, students, administrators, teachers and others in the school community and between the school and departmental support structures.

For more information about the department, please visit our website at www.det.qld.gov.au

Your opportunity

As the School Technical you will assist in managing the operation of a school's information and communication technology (ICT) network services in order to contribute to the enhancement of student learning opportunities.

The School Technical Officer reports to the Principal/Executive Principal, Business Manager or nominated delegate.

Your role

You will have responsibility for leading the following activities and undertaking the following key tasks:

- Provide advice and assistance on maximising the potential of ICT operations within the school/college, including acquisition, installation, operation, maintenance, repair and replacement.
- Support the school community with technical advice, instruction and assistance with electronic equipment, in accordance with departmental, school and manufacturer's policy, guidelines and network standards.
- Assist in the provision of in service training to staff, on the effective application of ICT tools to successfully achieve and deliver educational services to students.
- Provide effective and efficient support to staff and students to resolve problems associated with school computing facilities, whilst ensuring high end customer focus and communication.
- Provide regular preventative maintenance, routine and emergency repairs to all ICT facilities and associated electronic equipment.
- Maintain a range of technical services and accountable records related to the support of ICT, including infrastructure, used by the school/college.
- Communicate with various stakeholders, including Regional and Central Support, on technical matters and provide technical advice, when required.
- The suitable applicant would require the following skills and knowledge:
 - Technical knowledge of server hardware and configuration, and networking peripherals.
 - A high or good level understanding of PC desktop and laptop systems, Apple iPads and printer support.
 - Excellent communication and interpersonal skills.
 - Strong analytical and problem solving skills.
 - A strong client focus.
 - The ability to work as part of a team.
 - Strong technical knowledge of server hardware and configuration, and networking peripherals.
 - Understanding of Local Area Networks and of Wide Area Networks.
 - Experience using remote support tools to support servers and workstations remotely, within the school environment.
 - The ability to research, identify and apply creative solutions to problems.
 - Sound working knowledge of network security and security protocols.

Knowledge and experience

A mandatory requirement of this role is:

TO2 appointees must have possession of a diploma qualification relevant to the tasks outlined, from a recognised tertiary institution or qualification which, in the opinion of the Director-General, Department of Education and Training or delegate is acceptable.

TO3 appointees must possess a diploma qualification relevant to the tasks outlined, from a recognised tertiary institution or qualification which, in the opinion of the Director-General, Department of Education and Training or delegate is acceptable and;

The successful applicant will be appointed to the TO2 classification with eligibility for progression to the TO3 level following assessment by a selection panel on specific criteria as outlined in Part 4, 12.8 (b) of the [Queensland Public Service Officers and Other Employees Award – State 2015](#)

The successful applicant will be required to attain the DET Orange Card School Administrator (OC SA) certification to access the school network, enabling the officer to perform high level support tasks including server technologies. The content of the course contains aspects of supporting the DET Managed Operating Environment (MOE) as well as Government legislation. This course is only available within the DET network

How you will be assessed

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

1. Supports strategic direction

Possess a working technical knowledge of server hardware and configuration, and networking peripherals, including a good understanding of the principles of a network operating system.

2. Achieves results

Sound analytical and problem solving skills and demonstrated ability to perform computer and peripheral maintenance and troubleshooting to component level in a safe and effective manner.

3. Supports productive working relationships

Demonstrated ability to manage local area networks and to advise users in the effective use of administrative applications and office productivity software.

4. Displays personal drive and integrity

Possess a good understanding of personal computers (PC) desktop and portable devices and printers and proven ability to support such systems in an environment where users have varying computing skills levels.

5. Communicates with influence

Proven interpersonal, communication and negotiation skills, with a strong client focus and ability to work independently and in a team environment.

Additional information

- **For temporary positions** - The duration of this position will be dependent on work demands and the availability of ongoing funding. Delete if not applicable
- The successful applicant will be appointed to the TO2 classification with eligibility for progression to the TO3 level (as outlined in the *Queensland Public Service Officers and Other Employees Award – State 2015*) once specific criteria have been met or demonstrated
- Applicants currently undertaking a course of study for an appropriate Diploma or qualification may be considered for appointment prior to completion of this qualification and will be remunerated at TO1 classification.
- The successful applicant will be required to attain the DET Orange Card School Administrator (OC SA) certification to access the school network, enabling the officer to perform high level support tasks including server technologies. The content of the course contains aspects of supporting the DET Managed Operating Environment (MOE) as well as Government legislation. This course is only available within the DET network.

- The *Child Protection Reform Amendment Act 2014* requires the preferred applicant to be subject to a working with children check as part of the employment screening process. The department is legally obliged to warn applicants that it is an offence for a disqualified person to sign a blue card application form. Further details regarding the blue card system is available at: www.bluecard.qld.gov.au/
- Confirmation of employment is conditional upon the preferred applicant being issued with a Blue Card from the Public Safety Business Agency (PSBA).
- It would be highly desirable for the incumbent to possess a current driver's licence. **Delete if not applicable**
- Travel and overnight absences from base may be required of this position. **Delete if not applicable.**
- A criminal history check will be initiated on the successful applicant.
- A serious discipline history check may be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation in accordance with the *Public Service Act 2008*.
- Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
- You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism, embrace diversity and encourage a balance between work and life commitments.
- Departmental employees are required to acknowledge they understand their obligations under the Queensland Government *Code of Conduct* and the department's *Standard of Practice* and agree to align their professional conduct to these obligations.
- All roles in the department are responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (for example email, internet and telephone) and public resources (for example computers and network resources). Staff must undertake these tasks in accordance with the department's information management policies and procedures (for example recordkeeping, privacy, security and email usage).
- You will be actively supported as an individual and will have access to a range of flexible work options, an employee assistance program and learning and development opportunities.
- All role descriptions and recruitment and selection processes are required to be aligned with the Queensland Government Capability and Leadership Framework (CLF). For more information about the CLF, visit www.psc.qld.gov.au
- This publication includes text from the Skills Framework for the Information Age (SFIA), under licence from the SFIA Foundation. For more information on SFIA, visit www.sfia-online.org/
- Additional information is available online at: www.smartjobs.qld.gov.au

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JEMS Approval Date:

JEMS: 17480

TRIM: 17/

JEMS codes: D=2=c= 76 C=3= 66 C=1=c= 58 Service/Support Total Score 200 (TO2)

JEMS codes: E-2+c= 101 C=3+ 72 D-1=d= 101 Service/Support Total Score 274 (TO3)

Work Profile

School Technical Officer TO2 (Progressional)

The following is an indicative, rather than exhaustive list of activities that the role may be expected to lead in addition to the activities outlined in the role accountability section of this document:

- Provide advice and assistance to the school leadership team to maximise the potential of computing technology at a school/college.
- Provide technical advice and assistance with the expansion, maintenance and operation of the school's computerised administrative and operational systems in accordance with school policy.
- Assist in the development, implementation and documentation of computing related procedures and guidelines for the correct and safe operation of computing and associated equipment.
- Provide technical advice and assistance to the Principal/Executive Principal/Business Manager and/or nominated delegate on the acquisition, installation, operation, maintenance, repair and replacement of electronic equipment provided in accordance with school and departmental policy.
- Provide technical advice and instruction in the operation of electronic equipment to contribute to the management of the teaching and learning process and enhancement of student learning opportunities. (SFIA Level 3 – ETDL) Delete when advertising
- Provide technical advice, support and instruction to the school community with personal computers, desktop systems and printers. (SFIA Level 2 – ITOP) Delete when advertising
- Assist classroom teachers to effectively use computer related technologies within the framework of effective learning and teaching. Such activities need to allow for developmental and differential variations according to the needs of the individual teachers and school communities serviced.
- Provide technical advice and support to staff and students to resolve problems associated with school computing facilities
- Assist with the development, implementation and documentation of computing related procedures and guidelines for the correct and safe operation of computing and associated equipment.
- Assist with software configuration and provide user assistance through efficient and effective use of information technology facilities.
- Organise and undertake preventative maintenance, routine and emergency repairs of all computers and associated equipment throughout the school including the implementation of measures for correct and safe operation of the equipment.
- Install new equipment and software including network based facilities. (SFIA Level 3 – SYSP) Delete when advertising
- Purchase new and replacement equipment in accordance with school purchasing policies.
- Maintain and, where appropriate, manage programmed preventative maintenance to communications and other electronic equipment as laid down by manufacturers and school policy. (SFIA Level 2 – ITOP) Delete when advertising
- Maintain accountable records of technical infrastructure, equipment and software.
- Administer a school's local area network system, which includes a variety of administrative and curriculum oriented systems. (SFIA, Level 3 – NTOP) Delete when advertising
- Liaise with the Computer Systems Technician at the region office including reporting on the state of electronic communication equipment, seeking advice and guidance on technical matters and providing technical assistance when required. (SFIA Level 3 – NTAS) Delete when advertising

- Liaise with manufacturers and suppliers of electronic equipment with regard to after sales service, warranties or other technical matters.

TO3 level incorporates the duties of Level TO2 and those listed below

General duties: as per TO2, plus:

- Establish and maintain relationships with other Computer Technicians/Technical Officers, staff, students and parents to ensure the provision of ICT within and to the school as appropriate and in accordance with legislative requirements.
- Lead and manage ICT infrastructure and associated services to support the strategic direction of the school/college to contribute to the positive student learning outcomes
- Assist the Principal/Executive Principal/Business Manager with the day to day management of school ICT support staff, including identify future staff skills requirements and organise skills development.

FINAL DRAFT