Role Description

Senior Computer Assistant

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	**OO4 General Employees (Qld Government Departments) and Other Employees Award – State 2015** **38 hour week**		
Job Type	**Permanent / Temporary / Full-time / Part-time** **Temporary period until XXXX unless otherwise determined**		
Salary Range	**per annum**		

Plus superannuation contributions of up to 12.75% of your annual salary.

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.

Queensland Government

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 Senior Computer Assistant you will undertake maintenance and repair services, assist in managing the operations of equipment and provide advice on the use of software to maximise the potential of computing technology in schools.

The Senior Computer Assistant reports to the Principal, or nominated delegate.

Your role

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

- Undertake preventative maintenance and routine repairs of all computers and associated equipment throughout the school.

- Install new equipment and software, and provide advice on options for enhancements. **(SFIA, Level 3 – ITOP)**

- Provide technical advice and support to teaching and office staff, and to students to resolve problems associated with school computer facilities.

- Provide technical input and assist in decisions regarding network computers and associated equipment, access to software and their full application, inclusion of computer resources in developing learning and individual programs and selection and purchase of appropriate equipment and compatible software.

- Assist in the development, maintenance and operations of the school's computerised administrative systems and information databases.

- Provide information and advice on appropriateness of currently available software and on trends and changes in technology applicable to the school's computer facilities.

- Develop and oversee procedures and guidelines for the correct and safe operation of computing equipment. **(SFIA, Level 3 – SFEN)**

Knowledge and experience

A requirement of this role is:

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**

   Understands the work environment and contributes to the development of work plans and team goals including the ability to resolve problems and to provide sound advice on purchase and enhancement options for computing hardware and software products to satisfy client needs.

2. **Achieves results**

   Demonstrated skill in the operation, installation, maintenance and routine repair of a range of information technology equipment and contributes expertise to achieve outcomes for the business unit.

3. **Supports productive working relationships**

   Ability to work as part of a team, and demonstrated reliability in organising individual workloads to meet deadlines and commitments.

4. **Displays personal drive and integrity**

   Commits energy and drive to see that goals are achieved including the ability to develop and implement procedures and guidelines for correct and safe use of computing equipment.

5. **Communicates with influence**

   Communicates messages clearly and concisely to teaching and office staff, including students.

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

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- A criminal history check will be initiated on the successful applicant.

- 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).

- 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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