Role Description
Technical Support Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance/ Operational Directorates
Classification/Grade/Band	Clerk 5/6
Role number	Various
ANZSCO Code	313199
PCAT Code	1116392
Date of Approval	16 August 2017
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

Assists in providing efficient information technology support services along with performing maintenance and upgrades on departmental IT equipment to ensure effective operations at optimal speed and capacity.

Key accountabilities

- Assist with installations, testing and the upgrade of systems and software including LAN's in accordance with standards, policies and operating procedures
- Provide support services on servers, e-mail, corporate systems, applications, hardware and software to ensure the availability of IT services to all stakeholders
- Assist users and provide instruction to staff in the use of desktop computer hardware and corporate applications to improve staff productivity
- Utilise the Helpdesk system to ensure work priorities and time tabling of work can be undertaken so that support can be coordinated effectively

Key challenges

- Maintaining effective technology support services in a large multidisciplinary program environment
- Liaising and efficiently interacting with a wide range of departmental, transformation service provider (TSP) and contractually engaged staff to provide timely information technology support services

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant issues • Receive feedback regarding performance
Teachers	• Listen to and manage requests in consultation with the principal and/or nominated delegate • Discuss and resolve issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• To assist all users and provide guidance to students, staff in the use of desktop computer hardware and corporate applications and to provide technical support services and advice to users to resolve problems or refer calls for resolution • Observe the department's Code of Conduct requirements.
External	
Visitors	• Provide guidance to in the use of desktop computer hardware and corporate applications and to provide technical support services and advice to users to resolve problems or refer calls for resolution
Contractors	• Coordinate the supply of computer equipment • Confirm manufacturer's instructions regarding the operation and maintenance of equipment

Role dimensions

Decision making

The position holder will make decisions relating to the technical support service on a variety of ICT components including installation and management of local area networks, servers, e-mail, corporate systems, applications, hardware and software. The type of assistance to users who experience ICT issues is also self-evaluated and may include on the job instruction to staff in the use of desktop computer hardware and corporate applications or escalation to the Helpdesk system.

Reporting line

The role reports to the Principal or delegate.

Direct reports

Nil

Budget/Expenditure

As per the departmental financial delegations.

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Maintain own motivation when tasks become difficult
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation