Role Description
Technology Support Officer 1-2

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	531111
PCAT Code	1116068
Date of Approval	05 May 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

Provide technical and systems support to a departmental school to ensure the operation if generic software and utilisation of hardware and associated equipment.

Key accountabilities

- Ensure that equipment is delivered, fit for purpose and installed to specifications
- Support school based staff with technology related issues using defined processes
- Record and explain the non-functioning hardware and associated equipment with the vendor for repairs
- Issue and explain the installation of hardware and associated equipment ensuring that it is recorded in the system
- Inspect and replace faulty equipment and ensure that replacements are readily available
- Checking reported faults, solving minor operating problems and escalating significant issues for action
- Load basic software and test to ensure it is operating to specifications

Key challenges

- Responding flexibly with occasional competing priorities
- Maintain cooperative team relations with school based staff
- Maintaining up-to-date knowledge of hardware and associated equipment

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant safety issues • Receive feedback regarding performance
Teachers	• Receive instructions / direction regarding • Discuss issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• Behave respectfully, courteously and helpfully at all times
External	
Approved suppliers	• Liaise regarding supply of computer equipment • Liaise to confirm manufacturer's instructions regarding the operation and maintenance of software and equipment

Role dimensions

Decision making

Responsible for the quality and integrity of information as directed by their team leader/supervisor. Refers matters that require a wider range of knowledge of expertise to team leader or work team. Exercises good judgement at all times.

Reporting line

Principal or appointed delegate

Direct reports

Nil

Budget/Expenditure

As per 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	**Foundational**
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	**Foundational**
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	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	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Work Collaboratively	Foundational	• Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Project Management	Foundational	• Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules