Role Description
Technology Support Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance/Operational Directorates
Classification/Grade/Band	Clerk 3/4
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

Providing school wide support for Information and Communication Technology systems to ensure smooth day to day operation.

Key accountabilities

- Ensure that technology systems within the school are functioning to the expected level
- Support teachers and students with technology related issues as needed
- Ensure that foundational ICT services at school are operating at agreed levels
- Maintain accurate records of ICT equipment and manage issues relating to non-functioning equipment
- Work with other ICT Support staff to ensure seamless delivery of new services and technology to schools

Key challenges

- Supporting technology in a changing environment
- Maintaining technology systems essential to the business of the school
- Supporting a wide range of departmental technologies

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant issues • Receive feedback regarding performance
Teachers	• Receive instructions • Discuss and resolve issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• To assist all 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 assistance 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	• Support the supply of computer equipment • Support the confirmation of manufacturer's instructions regarding the operation and maintenance of equipment

Role dimensions

Decision making

The role acts independently in performing the core work activities of the business unit. In consultation with the supervisor the role establishes daily work routines in relation to core work functions of the role, exercises independent judgment in responding to customer enquiries and makes recommendations to the supervisor regarding improving customer service and business practice.

Reporting line

The role reports to the principal or nominated 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	Intermediate
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	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	**Intermediate**
	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 Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies