Role Description
Technology Manager

Cluster	**Education**
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance/ Operational Directorates
Classification/Grade/Band	Clerk Grade 7/8
Role Number	Various
ANZSCO Code	261312
PCAT Code	1226492
Date of Approval	May 2019
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

Primary purpose of the role

The role contributes to the delivery of high quality ICT services at the school through incident diagnosis and resolution for complex issues, together with deployment of the department's standardised infrastructure, hardware and systems.

The role also provides technical advice in relation to the deployment of standardised ICT products and services to NSW public schools and departmental offices.

Key accountabilities

- Manage and resolve technical issues that are escalated by other team members.
- Provide advice to principals, managers and others about the department's standard ICT technologiesand services to assist their decisions about effective use of available equipment.
- Monitor and report on the implementation and availability of ICT services and communicate

effectivelywith team members and customers.
- Manage job queues and collaborate with colleagues to ensure service levels are met.
- Provide a high quality service to the School and departmental offices in relation to the support andcontinued development of the department's standardised ICT technologies.
- Lead and coordinate the installation, testing, upgrading and maintenance of standard ICT technologies,learning systems and software in accordance with the department's standards, policies and operating procedures.

Key challenges

- Delivering excellent levels of services for a large customer base at the School using a diverse range of technologies and with varying levels of ICT maturity, involving travel to the various sites to engage with stakeholders.
- Technology support and maintenance will require this professional to be proactive and address technology related issues in an efficient manner to ensure lessons are delivered and administrative tasks across the school are supported. The role will require working closely with students, classroom teachers, executive and senior executive staff

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Provides regular status reports • Consults regarding the management of sensitive, high-risk or business critical matters • Receives performance feedback
Work Team	• Inspires, motivates and coaches colleagues and team members to achieve goals • Provides performance feedback • Builds effective working relationships and opens channels of communication to facilitate liaison, consultation and engagement
Staff/ Students / Visitors	• Partnerships are forged so that customers' ICT Strategic Plans and projects are effectively supported through standardised services and expert advice • Engenders the support and commitment of customers for ICT initiatives and business reforms • Contributes to the development of policies, programs and systems that reflect departmental initiatives and priorities
External	
Contractors	• Coordinate the supply of computer equipment specialist/technical knowledge • Confirm manufacturer's instructions regarding the operation and maintenance of equipment

Role dimensions

Decision making

This role works both independently and collaboratively with the School's staff and the state wide team of ICT Support Leaders indirectly managing both physical and virtual teams. The role requires specialised technical and resource management knowledge, skills and professional judgement to achieve outcomes.

Reporting line

The role reports to the Principal or delegate.

Direct reports

Nil

Budget/Expenditure

As per the departmental financial delegations.

Key knowledge and experience

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.
- Relevant tertiary qualifications in ICT or equivalent experience.

Essential requirements

• Valid Working With Children Check clearance for paid employment

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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 • Stay motivated when tasks become difficult	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community	Adept
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions,	Adept

		on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Adept