Role Description   School Technical Officer

Job Evaluation No.	**24599**	Content Manager No.	**17/326889**
Work Unit	**Proserpine State High School** **North Queensland Region** **School and Regional Operations and Performance Division**		
Location	**Proserpine**		
Classification	**TO2 (Progressional) Qld Public Service Officers and Other Employees Award - State 2015** **36 ¼ hour week**		
Job Type	**Permanent Full-time**		
Salary Range	**$72,788.00 to $97,990.00 per annum** Salary is reflective of full-time employment (1.0FTE) Salary rate shown is reflective of TO2 to TO3 classification range.		

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

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the School Technical Officer, you will:

- Assist in managing the operation of a school's information and communication technology (ICT) network services in order to contribute to the enhancement of student learning opportunities.

The School Technical Officer reports to the Principal, Business Manager or nominated delegate.

Your role

Responsibilities include:

- Provide advice and assistance on maximising the potential of ICT operations within the school/college, including acquisition, installation, operation, maintenance, repair and replacement.

- Support the school community with technical advice, instruction and assistance with electronic equipment, in accordance with departmental, school and manufacturer's policy, guidelines and network standards.

- Assist in the provision of in service training to staff, on the effective application of ICT tools to successfully achieve and deliver educational services to students.

- Provide effective and efficient support to staff and students to resolve problems associated with school computing facilities, whilst ensuring high end customer focus and communication.

- Provide regular preventative maintenance, routine and emergency repairs to all ICT facilities and associated electronic equipment.

- Maintain a range of technical services and accountable records related to the support of ICT, including infrastructure, used by the school/college.

- Communicate with various stakeholders, including Regional and Central Support, on technical matters and provide technical advice, when required.

- The suitable applicant would require the following skills and knowledge:

  o Technical knowledge of server hardware and configuration, and networking peripherals.
  o A high or good level understanding of PC desktop and laptop systems, Apple iPads and printer support.
  o Excellent communication and interpersonal skills.
  o Strong analytical and problem solving skills.
  o A strong client focus.
  o The ability to work as part of a team.
  o Strong technical knowledge of server hardware and configuration, and networking peripherals.
  o Understanding of Local Area Networks and of Wide Area Networks.
  o Experience using remote support tools to support servers and workstations remotely, within the school environment.
  o The ability to research, identify and apply creative solutions to problems.
  o Sound working knowledge of network security and security protocols.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

A mandatory requirement of this role is:

- TO2 appointees must have possession of a diploma qualification relevant to the tasks outlined, from a recognised tertiary institution or qualification which, in the opinion of the Director-General, Department of Education or delegate is acceptable.

- TO3 appointees must possess:
  o a diploma qualification relevant to the tasks outlined, from a recognised tertiary institution or qualification which, in the opinion of the Director-General, Department of Education or delegate is acceptable
  o demonstrated professional expertise as outlined within the *Queensland Public Service Officers and Other Employees Award – State 2015.*

- The successful applicant will be required to attain the DoE 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 DoE Managed Operating Environment (MOE) as well as Government legislation. This course is only available within the DoE network.

- In accordance with the *Working with Children (Risk Management and Screening) Act 2000* a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services.

Competencies – How you may be assessed

Leadership Competencies for Queensland describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.

- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.
- The successful applicant will be appointed to the TO2 classification with eligibility for progression to the TO3 level (as outlined in the *Queensland Public Service Officers and Other Employees Award – State 2015)* once specific criteria have been met or demonstrated.
- Applicants currently undertaking a course of study for an appropriate Diploma or qualification may be considered for appointment prior to completion of this qualification and will be remunerated at TO1 classification.