Administrative and Technical Support Assistant
Leadership Institute

Position number	00027030
Agreement	[Public Service and Government Officers CSA General Agreement 2017](#) (or as replaced)
Classification	Level 2
Reports to	Project Coordinator (Level 7)
Direct reports	Nil

Context

The Leadership Institute:
- supports the Department's strategic objective of building motivated, committed and skilled school leaders able to meet the challenges of providing students with access to an education system dedicated to the highest standards of student achievement
- coordinates, develops and contributes to planning and delivering high-quality professional learning for school leaders
- engages in activities that support school leaders to undertake systematic professional learning that stimulates and supports work-based learning and improvement
- provides a coordinated approach to recognising and valuing professional learning that contributes to work-place learning, career development and promotion, including development of pathways to assist school leaders to engage in quality professional learning that links to university and further study as credit towards their professional qualifications
- refines and develops requirements for the design and delivery of professional learning and develops procedures to monitor their application and success.

Further information is available via the [Department](#) website.

Key responsibilities

- Assist in the installation, maintenance and support of information and communication technology (ICT) systems and services, including PCs, printers, network hardware, telephone systems and software.
- Maintain ICT resources and assets register in accordance with Departmental security policies and procedures.
- Assist in the deployment of new, or disposal of obsolete, ICT hardware and software.

- Assist in updating the Leadership Institute's Learning Management Systems.
- Assist staff in the use of technology in workshop presentations.
- Provide clerical and administrative support to the work unit, including basic research.
- Coordinate Institute programs, including maintaining the enrolment system, organising workshops and preparing workshop materials.
- Coordinate catering for professional learning programs.
- Assist with travel arrangements, including preparing travel documents and booking flights and accommodation.
- Assist with preparing the budget, payment of accounts, credit card reconciliation, monitoring expenditure and preparing reports, as required.

Selection criteria

1. Demonstrated experience in the support of information and communication technologies, including supporting PCs, printers, telephones, tablets and associated hardware and software.
2. Demonstrated well developed conceptual and analytical skills within the information technology field, including the ability to develop innovative solutions to information technology problems.
3. Demonstrated sound organisational skills with the ability to use initiative and work independently and as part of a team.
4. Demonstrated experience in clerical and administrative duties.
5. Demonstrated sound written, verbal and interpersonal communication skills with the ability to deal with individuals at all levels.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date   9 March 2020
Reference   D20/0126136