



## Technical Support Officer Schools

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Department of Education (School Support Officers) CSA General Agreement 2017</a> or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services
<b>Direct reports</b>	Nil

### Context

Information about the particular school or college in which the vacancy is being advertised is available on [Schools Online](#)

For further information, please visit the [Department](#) website

### Key responsibilities

The Technical Support Officer:

- assists in maintaining Information Technology systems and equipment through the school including developing solutions to identified problems
- provides training, advice and support to staff and students on desktop and software applications
- researches and identifies appropriate software packages and other resources
- assists with the installation and upgrading of Information Technology systems
- maintains accurate records of assets and resources.

## Selection criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated verbal, written and interpersonal communication skills with the ability to liaise effectively with staff at all levels.
2. Demonstrated conceptual and analytical skills, including the ability to develop innovative solutions to information technology problems.
3. Demonstrated ability to install and maintain network systems incorporating the Internet and Electronic Mail.
4. Demonstrated organisational skills to develop effective administrative practices and the initiative to work with minimum supervision.

## Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 4 October 2019  
Reference D19/0437778