

## Technical Support Officer Schools

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Department of Education (School Support Officers) CSA Agreement 2019</a> or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	May vary depending on school site
<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

- Assist in maintaining Information Technology systems and equipment through the school including developing solutions to identified problems.
- Provide training, advice and support to staff and students on desktop and software applications.
- Research and identify appropriate software packages and other resources.
- Assist with the installation and upgrading of Information Technology systems.
- Maintain accurate records of assets and resources.

### Selection criteria

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 21 December 2021  
Reference D21/0785213