Role Description
Technical Support Officer

Agency	NSW Department of Education
Division/Branch/Unit	School Education and Reform
Classification/Grade/Band	Clerk Grade 5/6
Role number	Various
ANZSCO Code	313199
PCAT Code	1116392
Date of Approval	April 2021
Agency Website	www.education.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

Assists in providing efficient information technology support services along with performing maintenance and upgrades on departmental IT equipment to ensure effective operations at optimal speed and capacity.

Key accountabilities

- Assist with installations, testing and the upgrade of systems and software including LAN's in accordance with standards, policies and operating procedures
- Provide support services on servers, e-mail, corporate systems, applications, hardware and software to ensure the availability of IT services to all stakeholders
- Assist users and provide instruction to staff in the use of desktop computer hardware and corporate applications to improve staff productivity
- Utilise the Helpdesk system to ensure work priorities and time tabling of work can be undertaken so that support can be coordinated effectively

Key challenges

- Maintaining effective technology support services in a large multidisciplinary program environment
- Liaising and efficiently interacting with a wide range of departmental, transformation service provider (TSP) and contractually engaged staff to provide timely information technology support services

Key relationships

Who	Why
Internal	
School Principal or appointed delegate	• Receive guidance and instructions; escalate significant issues • Receive feedback regarding performance
Teachers	• Listen to and manage requests in consultation with the principal and/or nominated delegate • Discuss and resolve issues that may impact on safety, scheduling or task completion
Students / staff / visitors	• To assist all users and provide guidance to students, staff in the use of desktop computer hardware and corporate applications and to provide technical support services and advice to users to resolve problems or refer calls for resolution • Observe the department's Code of Conduct requirements.
External	
Visitors	• Provide guidance to in the use of desktop computer hardware and corporate applications and to provide technical support services and advice to users to resolve problems or refer calls for resolution
Contractors	• Coordinate the supply of computer equipment • Confirm manufacturer's instructions regarding the operation and maintenance of equipment

Role dimensions

Decision making

The position holder will make decisions relating to the technical support service on a variety of ICT components including installation and management of local area networks, servers, e-mail, corporate systems, applications, hardware and software. The type of assistance to users who experience ICT issues is also self-evaluated and may include on the job instruction to staff in the use of desktop computer hardware and corporate applications or escalation to the Helpdesk system.

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

NSW
GOVERNMENT

- 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.

Essential requirements

- Valid Working With Children Check clearance

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Adept**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**

Personal Attributes Manage Self	Intermediate	• 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
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Results Think and Solve Problems	Intermediate	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
Business Enablers Technology	Adept	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements