

Role Description



Education

Online Assessments ICT Coordinator

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Information Technology Directorate
Role number	244166
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	223111
PCAT Code	2224992
Date of Approval	November 2022
Agency Website	https://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

The Online Assessments ICT Coordinator coordinates readiness, implementation and delivery activities in NSW public schools and departmental offices to support a range of online assessments, including NAPLAN, VALID and Check-in assessments. The role liaises closely with business and technical stakeholders, technical support teams and educational staff to ensure availability of stable, reliable ICT infrastructure and equipment to enable online assessments in NSW public schools within specified program time frames.

Key accountabilities

- Provide specialist and/or technical advice and assistance to the program manager and NSW public schools regarding issues impacting the implementation of Online Assessments in schools.
- Lead and manage relationships and operating arrangements associated with the delivery of Online Assessment ICT services to NSW public schools to foster positive working relationships and enable quality service provision.
- Engage with principals, managers and stakeholders to contribute to the development, strategic intent and delivery of Online Assessment ICT technologies and priorities.
- Build and maintain strong working relationships; share information and provide specialist advice, analysis and support with key stakeholders across Government, Non-Government and Independent school sectors.

- Prepare and present a range of reports to inform senior management of the implementation of the Department's standardised technologies and services and related projects delivered to NSW Public Schools to facilitate informed decision-making and planning.
- Ensure accurate records are maintained in accordance with Departmental protocols.
- Participate in discussions and decisions regarding implementation of innovation and best practice.

Key challenges

- Delivering excellent service across a diverse range of technology to support a large number of geographically spread sites across NSW Public Schools using a diverse range of technologies; liaising effectively with stakeholders (both internal and external) with varying levels of ICT skill and maturity.
- Using initiative and judgment to appropriately escalate matters of a serious and/or complex nature.
- Delivering and adhering to strict project deadlines.

Key relationships

Internal

Who	Why
ICT Service Relationship Manager	<ul style="list-style-type: none"> • Provide regular status reports; discusses priorities, current projects and issues arising; consult regarding the management of sensitive, high-risk or business critical matters • Actively seek, reflect and act on feedback on own performance
Student Assessment and Online Reporting (SAOR), Educational Standards	<ul style="list-style-type: none"> • Works closely with the SAOR teams to support the delivery of online assessments in NSW public schools. • Supports the development and implementation of future online assessments by providing input from a range of IT stakeholders.
IT Directorate	<ul style="list-style-type: none"> • Build and maintain strong working relationships to effectively refer and/or escalate emerging issues • Share information and/or subject matter expertise as required
Departmental managers and staff	<ul style="list-style-type: none"> • Build partnerships to effectively support customers' ICT Strategic Plans and projects; provide standardised services and specialist advice; engender customer commitment for ICT initiatives and business reforms • Contribute to the development of policies, programs and systems that reflect departmental initiatives and priorities

External

Who	Why
Other agencies / communities of practice / professional networks	<ul style="list-style-type: none"> • Build and maintain strong networks • Actively participate in learning opportunities, briefing sessions and workshops to keep up-to-date with management practices and to maintain specialist/technical knowledge
NSW Public Sector agencies, diverse professional organisations, and workforce representatives	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation and engagement.

Role dimensions

Decision making

The Online Assessments ICT Coordinator:

- Exercises judgement and initiative in prioritising and resolving day-to-day issues in accordance with Departmental and ICT Directorate policies, procedures and operational guidelines.
- Contributes to planning /decision-making; develops and implements service delivery systems and processes to address gaps and resolve issues arising.
- Works both independently and collaboratively within a team.
- Requires specialised technical and resource management knowledge, skills and professional judgement to achieve outcomes.
- Shares accountability for the quality and accuracy of outputs, analysis, briefings and advice provided.
- Escalates urgent, complex and/or significant issues to the program manager, including those that may substantially affect resourcing, impact budget or disrupt service delivery.

Reporting line

The Online Assessments ICT Coordinator reports to the ICT Service Relationship Manager

Direct reports

Nil

Budget/Expenditure

The Online Assessments ICT Coordinator has a financial delegation of up to \$5,000.

Key knowledge and experience

- Relevant tertiary qualifications in ICT or equivalent experience.
- Knowledge of and commitment to the Department's Aboriginal education policies.

Essential requirements

- Current Drivers Licence with a good driving history record; willingness to travel as required.
- Hold a valid clearance to work with Children (Working with Children Check) or be willing to obtain

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

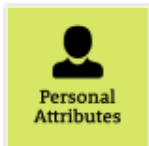
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
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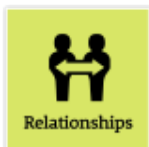


Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Keep up to date with relevant contemporary knowledge and practices
- Look for and take advantage of opportunities to learn new skills and develop strengths
- Show commitment to achieving challenging goals
- Examine and reflect on own performance
- Seek and respond positively to constructive feedback and guidance
- Demonstrate and maintain a high level of personal motivation

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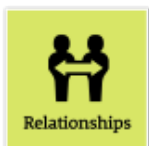


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- Create opportunities for others to contribute to discussion and debate
- Contribute to and promote information sharing across the organisation
- Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
- Explore creative ways to engage diverse audiences and communicate information
- Adjust style and approach to optimise outcomes
- Write fluently and persuasively in plain English and in a range of styles and formats

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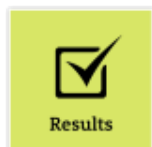


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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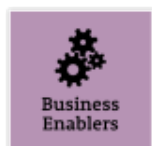


Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

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Project Management

Understand and apply effective planning, coordination and control methods












- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate