

COMPUTER SYSTEMS OFFICER

BRANCH/UNIT	Regional Business Group		
TEAM	Delivery Group		
LOCATION	Regional Delivery Group West		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 3		
POSITION NO.	Multiple		
ANZSCO CODE	313111	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Computer Systems Officer is responsible for providing support to educational staff by providing technical advice, information and practical support to ensure all laboratory computers and servers for class delivery are operational and ready to support delivery, while ensuring minimal disruption to students. The role assists with quality assurance and continuous improvement processes to provide consistency for staff and students and maintain best practices.

3. KEY ACCOUNTABILITIES

1. Assisting teachers and education staff to ensure that laboratory computers are operational and ready to support class delivery.
2. Support Computer Labs, develop/update images, re-imaging of computers, build/rebuild servers for computer labs.
3. Assist with quality assurance and continuous improvement processes to provide consistency and best practice.
4. Undertake general maintenance/housekeeping of computer labs/ servers and associated equipment to ensure continual and optimal operation for class delivery.
5. Manage internet connections for class rooms which is external to TAFE’s corporate internet.
6. Troubleshoot issues as required in relation to software/hardware errors in computer labs.
7. Identify and arrange purchasing of necessary equipment. Stocktaking of equipment or products as directed by the teaching section.
8. Reflect TAFE NSW’s values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Prioritising workload by balancing competing demands and high volumes of work to ensure a high level of support and quality customer service.
- Using initiative to problem solve and resolve issues in a timely manner, minimising the impact on delivery and students.
- Maintaining knowledge of and keeping informed of current technologies, systems, policies and procedures to ensure that accurate and relevant information is provided to students and stakeholders.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Staffing Pool Coordinator	<ul style="list-style-type: none"> • Receive leadership, guidance and support. • Seek guidance on priorities and more complex issues as they arise.
Head Teacher	<ul style="list-style-type: none"> • Seek guidance on priorities and more complex issues as they arise. • Respond to queries, provide information and assist with general assistant matters.
Work Team	<ul style="list-style-type: none"> • Participate in meetings, share information, and provide input to continual improvement activities.

External

Students and customers of TAFE NSW	<ul style="list-style-type: none">• Provide support and other relevant information where necessary.
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6. POSITION DIMENSIONS

Reporting Line: Staffing Pool Coordinator

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Current III in Information Technology or equivalent skills, knowledge and experience.
2. Current experience in establishing and maintaining computer networks and associated hardware and software.
3. Demonstrable proficiency in one or more operating systems and web server maintenance.
4. Ability to address and meet focus capabilities as stated in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Computer Systems Officer 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills. Show commitment to completing work activities effectively. Look for opportunities to learn from the feedback of others.
Relationships		
Commit to Customer Service	Foundational	<ul style="list-style-type: none"> Understand the importance of customer service. Help customers understand the services that are available. Take responsibility for delivering services which meet customer requirements. Keep customers informed of progress and seek feedback to ensure their needs are met. Show respect, courtesy and fairness when interacting with customers.
Results		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence. Identify issues that may hinder completion of tasks and find appropriate solutions. Be willing to seek out input from others and share own ideas to achieve best outcomes. Identify ways to improve systems or processes which are used by the team/unit.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	<ul style="list-style-type: none">• Apply computer applications that enable performance of more complex tasks.• Apply practical skills in the use of relevant technology.• Make effective use of records, information and knowledge management functions and systems.• Understand and comply with information and communications security and acceptable use policies.• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.
