



JOB AND PERSON SPECIFICATION

<p>Title of Position: District ICT Support Officer</p> <p>Classification Code: ASO4</p> <p>Type of appointment:</p> <p><input type="checkbox"/> Ongoing</p> <p><input type="checkbox"/> Temporary Term</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Exec Term</p> <p>Position Reference Number: LAS004</p>	<p>Administrative Unit: Department of Education and Children's Services</p> <p>Directorate: Office of Learning & Service Delivery</p> <p>Unit/Section: Learning Resources & Services</p> <p>Position Analysis:</p> <ul style="list-style-type: none"> • Originated by: Susan Schilling • Classified by: Internal Review Project Adviser <p>Version Number: 2.0</p> <p>Version Date: 2/6/2004</p>
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Job and Person Specification Approval

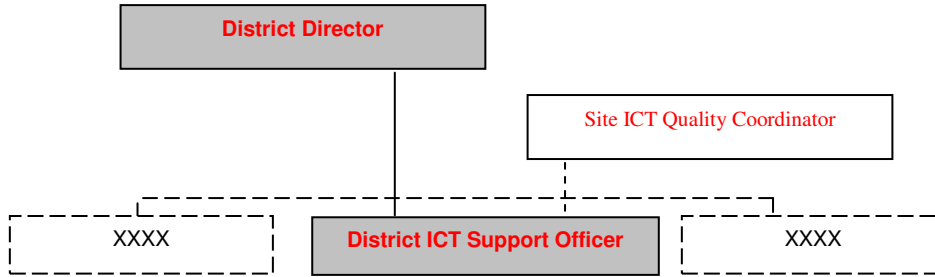
_____/_____/_____
CPE or CEO or Delegate

JOB SPECIFICATION

<p>1. Summary of the broad purpose of the position and its responsibilities/duties.</p> <p>The District ICT Support Officer (DSO) is a field work position and takes responsibility for a broad range of site ICT Service functions determined by the Office of Learning & Service Delivery and Technology and Knowledge Management Services:</p> <ul style="list-style-type: none"> • Contributes to the provision of effective and professional customer service through on-site and remote support and advisory services in information technology and associated infrastructure for school/preschool administration and curriculum systems. • Delivers professional technical expertise with timely responsiveness to client ICT support requests within designated districts of the Department Education and Children's Services. • Contributes to meeting ICT objectives through supporting the implementation of school and preschool technology initiatives within DECS policy, standards and procedures. • Undertakes projects within broadly defined guidelines that will enhance ICT systems and infrastructure of schools or preschools. • Responsible for the delivery of efficient work practices within the workgroup/unit
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2. Reporting/Working Relationships

Reporting lines are as follows:



Key working relationships required to support performance outcomes are:

Internal: Reports to the District Director but is accountable to the ICT Quality Coordinator of Learning Resources & Services at DECS State Office. Through the Coordinator the incumbent will work closely with other District ICT Support Officers, personnel within Technology and Knowledge Management Services in particular School/Preschool Technologies, the Customer Support Centre and key ICT project teams and focus groups. At the district level working relationships will be established and maintained between the District Support Team and users of ICT systems across the Department including Principals, Directors, School Support Officers, ICT Coordinators.

External: Regular contact with external ICT service providers and nominated PC vendors

3. Special Conditions

Travel: The incumbent is provided with a government vehicle for the sole purpose of work related travel to drive to DECS sites within their district or other districts for the delivery of site ICT services. Intrastate travel with overnight stays can be required to provide ICT site support, conduct or attend training or similar.

Out-of-hours: N/a

Location: The incumbent will be responsible for site ICT service provision to sites within a DECS metropolitan or country district.

Performance targets: The incumbent will be required to achieve performance targets that are negotiated and mutually agreed with the District Director and Coordinator Site ICT Services.

Conditions: A current car driver's license and willingness to drive a Government vehicle to required sites is essential to perform the duties of this position. The DSO will be based from an office that is determined by the District Director

4. Statement of Key Responsibilities/Duties

The District ICST Support Officer contributes to the delivery of an effective and professional customer service through on-site or remote support to ensure site administration and curriculum ICT problems are minimised and effective solutions are developed for client ICT business needs by:

- Ensuring a high quality, cost effective second level ICT support service is delivered at all times.
- Identifying ICT operational issues within school/preschools in a LAN/WAN environment and providing recommendations or solutions that will assist the clients to achieve or improve the required performance outcomes.
- Ongoing logging and management of ICT service requests, to maximise customer satisfaction and ensure integrity in customer service reporting.
- Applying demonstrated experience and knowledge in the operations of DECS site ICT service processes and procedures and provide expert and creative solutions to customers with ICT problems of moderate to complex nature to ensure customer productivity.

The District ICT Support Officer delivers technical expertise with timely responsiveness to client ICT Support requests within designated districts of the Department of Education and Children's Services by:

- Researching and resolving 2nd level ICT problems in accordance with current standards, policies and technical procedures.
- Responding at the appropriate level of escalation for all customer service requests.
- Maintaining equity of ICT site service provision by working across districts when required.
- Working collaboratively with other District ICT Support Officers to coordinate site ICT services to ensure high quality solutions and consistency of ICT standards in DECS sites across the state.
- Identifying factors that impact on District ICT Support Officer activities and adjusting support processes as required.
- Consulting with clients and key stakeholders on operational requirements and ensuring an appropriate level of ICT skills and transfer is passed on to all clients.
- Complying with developed reporting processes to monitor and ensure appropriate and effective ICT support.
- Operational assessment of current processes and functions in order to minimise duplication.
- Developing a rapport with the client base and providing an effective interface between the district and DECS ICT service units with the purpose of improving customer satisfaction levels.
- Works with the District Support team to develop and conduct or facilitate ICT user training as a proactive initiative to develop the ICT skills and knowledge of their clientele.

The District ICT Support Officer contributes to meeting ICT objectives through supporting the implementation of DECS ICT initiatives, policy and procedures by:

- Applying a range of operational skills and specific knowledge of agency programs, policies and initiatives that will contribute to increasing the ICT skills and knowledge of the client base
- Providing input to district and DECS ICT communication, monitoring complaints, developing satisfaction within the client base, addressing customer groups and key focus groups
- Reporting ICT support information and service delivery issues to the Coordinator Site ICT Services
- Contributing to the implementation and maintenance of communication and consultation processes.

The District Support Officer undertakes ICT projects within broadly defined guidelines which enhances ICT systems and infrastructure within schools and preschools by:

- Complying with agency and government ICT policies and standards to meet defined objectives and achieve appropriate quality standards.
- Implementing new technology by installing scheduled hardware and software in compliance with departmental ICT standards and initiatives.
- Applying information dissemination and evaluation processes to access feedback and monitor project effectiveness.
- Maintaining appropriate documentation to provide a record of project progress and outcomes.
- Working with key project groups or personnel as required, providing systems information, developing processes and document information that will provide information clients need to develop required knowledge and skills for new technologies.

Responsible for the delivery of efficient work practices within the workgroup/unit by:

- Observing the principles of good human resource management/practices.
- Ensuring a safe and healthy working environment through observation and compliance of OHS&W requirements.
- Applying the concepts of equal opportunity and the merit principle.

5. Authority

Departmental delegations and policies define levels/limits of authority in relation to finance, human resources and administrative requirements.

6. Position Challenges/Context

The District ICT Support Officer is an integral member of the District Support Team and is employed within The Office of Learning & Service Delivery reporting to the District Director of their designated district.

The incumbent works with the Site ICT Quality Coordinator in Learning Resources & Services at State Office. The Site ICT Quality Coordinator liaises between Learning Resources & Services and Technology and Knowledge Management Services to provide ICT technical information, training, manage ICT site service delivery and administrative support.

The District ICT Support team has a professional ethos that is committed to best practice for the delivery of quality ICT support and advice to its clients. They provide second level ICT support to schools/preschools/country corporate offices after clients have contacted the Customer Support Centre in the first instance. Their role encompasses providing advice and support for standard administration and curriculum hardware, also software mandated by the Department. Their services are delivered remotely or through a site visit. There is an important training component to the role with emphasis placed on skill transfer to the customer.

Acknowledged by Occupant _____ / /

PERSON SPECIFICATION

Essential Minimum Requirements (Those characteristics considered absolutely necessary).

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills
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- Possess sound self-management and organisational skills,
- Proven ability to coordinate ICT projects and programs.
- Proven ability to negotiate/determine priorities and manage time effectively
- Proven ability to work with autonomy as an individual and collaboratively within a team
- Proven ability to apply communication and interpersonal skills to liaise or negotiate effectively.
- Ability to analyse, evaluate and apply information to support ICT operations and strategic directions.
- Proven ability to lead or participate in team projects that enhance or benefit customer support services

Experience (including community experience)
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- Experience in implementing strategies / processes to support government / corporate policy and strategy.
- Experience in the diagnosing and troubleshooting hardware and software problems and providing effective solutions that fit within policy and programs.
- Experience in support delivery for a range of ICT products and services including preparing and conducting training programs for clients at an individual or group level
- Experience in developing and maintaining effective networks, alliances and operational relationships with internal and external clients and stakeholders.
- Experience in identifying opportunities and recommending actions for improved technical and support procedures to maintain quality client service provision.
- Experience in the development of quality operational documentation

Knowledge

Generic:

- Sound working knowledge of policies relating to Occupational Health, Safety and Welfare, Equal Employment Opportunity, Health Safety and Welfare legislation and a commitment to practices as they relate to the scope of a field work position

Technical:

- Proven knowledge of distributed PC hardware, Microsoft workstation and server systems, desktop applications in a LAN/WAN or standalone environment.
- Knowledge of Intranet, Internet, Email and online services

PERSON SPECIFICATION cont.

Desirable Characteristics (To distinguish between applicants who have met all essential requirements).

Personal Abilities/Aptitudes/Skills
Experience
<ul style="list-style-type: none">• Experience in supporting customer support management by providing expert advice and information about the customer environment
Knowledge
<ul style="list-style-type: none">• An awareness of open source software and Novell as it relates to the curriculum environment• Knowledge of current and emerging technologies as related to ICT• Knowledge about ICT support services and resources that are available to clients
Educational/Vocational Qualifications
<ul style="list-style-type: none">• Information Technology training or qualifications