Role Description

Computer Technician (Generic)

Job Ad Reference 14003
Job Evaluation No. 14/3168

State School/State High School or other education institution
Education Queensland Division

Location Various locations throughout the State

Classification TO1/TO2 (Progressional) Qld Public Service Award - State 2012

36 ¼ hour week

Job Type Permanent / Temporary / Full-time / Part-time
Temporary Full-time until XXXX unless otherwise determined

Salary Range per annum

Plus superannuation contributions of up to 12.75% of your annual salary.

Contact Officer
Contact Telephone
Closing Date

Your employer

The Department of Education, Training and Employment (DETE) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. The department delivers world-class education and training services for people at every stage of their personal and professional development. We are also committed to ensuring our education and training systems are aligned to the state's employment, skills and economic priorities. DETE is a diverse organisation with the largest workforce in the state. We provide services through four service delivery areas:

- State Schools Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.

- Training and Employment Division works to meet the current and future needs of the economy through building a world class training and skilling system to enhance the skills of Queenslanders and optimise employment opportunities through the regulation of the state's apprenticeship and traineeship system, strategic investment in training and skills, and the provision of whole of government leadership on employment and labour market issues.

- Policy, Performance and Planning Division takes a strategic approach to driving the business of the portfolio, across, schooling, training and employment, early childhood, education and care and Indigenous education policy. The division engages in, policy development and intergovernmental relations, legislation, governance and planning, and monitors and reviews the department's performance framework.

- The Early Childhood Education and Care Division supports accessible and quality early childhood programs and services for young Queensland children and their families. The Division regulates education and care services, funds access to, and the delivery of, quality early childhood programs and services, invests in strategic innovative and integrated programs and works with providers to monitor and meet changing demands and workforce needs. The Division also works closely with the State Schooling Division to provide local early childhood education and care regulation, integration and innovative services including transitional programs, information and parental support.
State Schools Division is responsible for ensuring that every day, in every lesson, every student in state schooling is learning and achieving within a safe, supportive, inclusive and disciplined learning environment and supported by strong governance and efficient business operations. State Schools Division provides support for high quality projects and processes to support schools to improve performance.

State Schools Division develops the strategic direction for state schools, supported by operational policies and ensuring their implementation in regions and schools.

Schools are the focus of expertise in learning. They perform a vital role in providing opportunities to students to acquire knowledge and understanding, pursue special interests, strive to achieve excellence and develop social and vocational skills. Their core business is providing a learning program for students to achieve system wide and school based learning outcomes. Schools also aim to facilitate and support participation among parents, students, administrators, teachers and others in the school community and between the school and departmental support structures.

For more information about the department, please visit our website at www.dete.qld.gov.au

Your opportunity

As the Computer Technician you will:

- Assist in managing the operation of a school’s information technology (network) services in order to contribute to the management of the teaching and learning process and enhancement of student learning opportunities.
- Assist classroom teachers to effectively use computer related technologies within the framework of effective learning and teaching. Such activities need to allow for developmental and differential variations according to the needs of individual teachers and school communities serviced.

The Computer Technician will also have a strong working relationship with the Regional Information Technology Team in respect to current departmental standards, policies and technologies.

Whilst, no staff report to the computer technician, the computer technician will work in close liaison with any administrative officer/s or teacher aides assigned to the computing laboratories.

The Computer Technician reports to the Head of Department (HOD) Learning Technology (or officer designated by the Principal).

Your role

You will have responsibility for leading the following activities and delivery of the following key tasks:

- Manage and administer a school’s local area network system, which includes a variety of administrative and curriculum oriented systems.
- Service equipment, assist with software configuration and provide user assistance through efficient and effective use of information technology facilities.
- Organise and undertake network maintenance and repair services including the implementation of measures for correct and safe operation of the equipment.
- Organise and undertake preventative maintenance and routine repairs of all computers and associated equipment throughout the school.
- Install new equipment and software including network based facilities.
- Provide technical advice and support to staff and students to resolve problems associated with school computing facilities.
- Assist the technology officer/teacher with the expansion, maintenance and operation of the school’s computerised administrative and operational systems.
- Assist in the development implementation and documentation of computing related procedures and guidelines for the correct and safe operation of computing and associated equipment.
- Assist in the provision of inservice training to staff on the effective application of information technology tools to the provision of effectively managed and delivered distance education services to students.
• Provide advice and assistance to clients to maximise the potential of computing technology at a school.

The suitable applicant would require the following skills and knowledge:

• Technical knowledge of server hardware and configuration, and networking peripherals.
• Sound ability and relevant recent experience in the management and administration of Local Area Networks and an understanding of the principles of Wide Area Networks.
• A good understanding of PC desktop and printer support.
• Sound experience and working knowledge in the Windows desktop operating environment – Windows 7 and Microsoft Windows XP.
• Experience using remote support tools to support servers and workstations remotely.

A mandatory requirement of this role is:

• TO2 appointees must possess a diploma qualification relevant to the tasks outlined, from a recognised tertiary institution or qualification which, in the opinion of the Director-General, Department of Education, Training and Employment or delegate is acceptable.

How you will be assessed

Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

1. Supports strategic direction
   Possess a working technical knowledge of server hardware and configuration, and networking peripherals, including a good understanding of the principles of a network operating system.

2. Achieves results
   Sound analytical and problem solving skills and demonstrated ability to perform computer and peripheral maintenance and troubleshooting to component level in a safe and effective manner.

3. Supports productive working relationships
   Demonstrated ability to manage local area networks and to advise users in the effective use of administrative applications and office productivity software (in particular Word, Excel and PowerPoint).

4. Displays personal drive and integrity
   Possess a good understanding of personal computers (PC) desktop systems and printers and a proven ability to support such systems in an environment where users have varying computing skill levels.

5. Communicates with influence
   Proven skills in written and oral communication, consultation, negotiation and capacity to display a strong client focus and work in a team environment.

Additional information

• The successful applicant will be appointed to the TO2 classification with eligibility for progression to the TO3 level (as outlined within section 5.10.3 of the Queensland Public Service Award - State 2012) once specific criteria have been met or demonstrated.

• Applicants currently undertaking a course of study for an appropriate Diploma or qualification may be considered for appointment prior to completion of this qualification and will be renumerated at TO1 classification.

• The Child Protection Reform Amendment Act 2014 requires the preferred applicant to be subject to a working with children check as part of the employment screening process. The department is legally obliged to warn applicants that it is an offence for a disqualified person to sign a blue card application form. Further details regarding the blue card system is available at: www.bluecard.qld.gov.au

• Confirmation of employment is conditional upon the preferred applicant being issued with a Blue Card from the Public Safety Business Agency (PSBA).
• A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
• A criminal history check will be initiated on the successful applicant by the Queensland Police Service.
• A serious discipline history check may be initiated on the successful applicant.
• If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
• You may be required to complete a period of probation in accordance with the Public Service Act 2008.
• Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
• You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism and embrace diversity and a balance between work and life commitments.
• Departmental employees are required to acknowledge they understand their obligations under the Queensland Government Code of Conduct and the department’s Standard of Practice and agree to align their professional conduct to these obligations.
• All roles in the department are responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (for example email, internet and telephone) and public resources (for example computers and network resources). Staff must undertake these tasks in accordance with the department’s information management policies and procedures (for example recordkeeping, privacy, security and email usage).
• You will be actively supported as an individual and will have access to a range of flexible work options, an employee assistance program and learning and development opportunities.
• All role descriptions and recruitment and selection processes are required to be aligned with the Queensland Government Capability and Leadership Framework (CLF). For more information about the CLF, visit www.psc.qld.gov.au
• This publication includes text from the Skills Framework for the Information Age (SFIA), under licence from the SFIA Foundation. For more information on SFIA, visit www.sfia.org.uk.
• Additional information is available online at: www.smartjobs.qld.gov.au