

# Department of Education

## STATEMENT OF DUTIES – July 2013

<b>Title</b>	Network Support Officer
<b>Number</b>	Generic
<b>Division</b>	Corporate and Business Services
<b>Branch</b>	Information Technology Services
<b>Section</b>	N/A
<b>Sub-Section/Unit/School</b>	N/A
<b>Supervisor</b>	Specified Manager
<b>Award/Agreement</b>	Tasmanian State Service Award
<b>Classification</b>	General Stream Band 1-2
<b>Employment Conditions</b>	Permanent, full-time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. The position may involve frequent intrastate travel and occasionally, interstate travel. Staff employed in this position may be required to be available to work outside normal hours to meet specific needs or deadlines.
<b>Location</b>	Region - as specified in the advertisement.

### The Role

To provide general ICT administrative and support tasks and duties for departmental computer systems. To provide support for staff and students using ICT resources, including troubleshooting and hardware support.

### Level of Responsibility/ Direction and Supervision

Responsible for the performance and accuracy of day-to-day IT support tasks. Required to keep abreast of technical developments in computing and network support.

Direct supervision and guidance received from the supervisor and ITS team leader.

### Primary Duties

1. Under direction, undertake general IT support tasks, including providing quality hardware and software support, fault diagnosis and problem resolution.
2. Under direction, undertake the installation and testing of computer software, and maintain registers of software and hardware licenses.

3. Under direction, assist teachers in the use of technology both inside and outside the classroom.
4. Under direction, assist in the support of the network infrastructure and the maintenance of network security.
5. As part of a team assist in the delivery of operational advice, support and training to staff and students in the effective use of information technology hardware, software and services.
6. Perform other duties as envisaged by the assigned classification under the relevant industrial award or agreement and in accordance with the skills, competence and training of the occupant.

## Selection Criteria

Employment in the State Service is governed by the *State Service Act 2000* and employment decisions must be based on merit. A decision relating to appointment or promotion is based on merit if:

- an assessment is made of the relative suitability of the candidates for the duties; and
- the assessment is based on the relationship between the candidates' work-related qualities and the work related qualities genuinely required for the performance of the duties; and
- the assessment focuses on the relative capacity of the candidates to achieve outcomes related to the duties; and
- the assessment is the primary consideration in making the decision.

Work-related qualities might include; skills and abilities; qualifications, training and competencies; standard of work performance; capacity to produce required outcomes; relevant personal qualities; and demonstrated potential for future development.

The following specific selection criteria must be addressed by candidates in this context. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Problem solving skills in a computer environment and an understanding of computer management procedures.
2. Knowledge and experience in a range of personal computer based applications.
3. Demonstrated qualities of initiative, reliability and self-motivation.
4. Communication and interpersonal skills with qualities of maturity and judgement and the capacity to work well with users with diverse levels of computer literacy.
5. Capacity to work as part of a team and be adaptable and flexible.

## Requirements

- Essential**
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*. This registration must remain current and valid at all times whilst employed in this role and the status of this may be checked at any time during employment.
    - Current Registration to Work with Vulnerable People

- Desirable**
- Certificate III or IV in Information Technology.
  - A current driver's licence.

## Working within the Department of Education

The Department is responsible for providing public education, vocational education and training, adult and community education, and library and archive services throughout Tasmania.

Our strategic focus is centered on achieving the Tasmanian Government's priorities for education, training and information services. These priorities are expressed through the goals of the *Learners First: Every Learner, Every Day* Strategic Plan, and the Libraries Tasmania Strategy.

<b>Our Commitment</b>	Together we inspire and support all learners to succeed as connected, resilient, creative and curious thinkers.
<b>Our Values</b>	Aspiration, Respect, Courage and Growth.
<b>Our Goals</b>	Access, Participation and Engagement; Early Learning; Wellbeing; Literacy and Numeracy.

Our strategies aim to transform the way Tasmanians access education, training and information services, provide a fresh and exciting approach to lifelong learning and build an education system that inspires and supports all learners to succeed as connected, resilient, creative and curious thinkers.

## Information and Records Management

All employees are responsible and accountable to:

- Create records according to the business needs and business processes of their business unit or school that adequately document the business activities in which they take part.
- Register documents in an approved Business Information Management System.
- Access information for legitimate work purposes only.

All employees must not:

- Destroy delete or alter records without proper authority; or
- Remove information, documents or records from the Department without permission.

## State Service Principles and Code of Conduct

Employment in the State Service is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at

<http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DoE Condition of Use policy statement located at [Department of Education: Information technology policies](#)

## Work Health and Safety and Workplace Diversity

The Department is committed to high standards of performance in respect of work health and safety and managing diversity. All employees are expected to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

In accordance with the *Work Health and Safety Act 2012*, all employees whilst at work are expected to participate in maintaining safe working conditions and practices and take reasonable care for their own health and safety, ensuring their actions do not adversely affect the health and safety of others. All employees are expected to comply with any reasonable instruction given by the Agency to ensure compliance with the Act and collaborate with Agency work health and safety policies, procedures and guidelines.

The Department of Education is committed to providing a safe workplace for all employees and has zero tolerance to all forms of violence.

State Government workplaces and vehicles are non smoking environments.

---

**Category/funding/restrictions:** Permanent or fixed term.

**Office use only: APPROVED BY HRM DELEGATE:** 103974 - Deputy Secretary Corporate Services/960249 – Director Human Resource Management – April 2009

Instrument to Vary Establishment: 135-2000/01, 089-2001/02, 174-2001/02, 075-2002/03, 230-2002/03, 308-2003/04, 109-2004/05 & 197(4)-2008/09, 27904, 27905, 27906, 28935, 30053, 34230, 36891, 45659, 45887, 55666

Date Duties and Selection Criteria Last Reviewed: 02/10 EMc

---