DEPARTMENT OF EDUCATION

STATEMENT OF DUTIES – November 2004

TITLE
Network Support Officer

NUMBER
Generic

AWARD
Administrative and Clerical Employees

CLASSIFICATION
Level 2

DIVISION
School Education

BRANCH
Specified Cluster

SECTION
Specified School or College

SUB-SECTION
N/A

TERMS OF EMPLOYMENT
Fixed term, full time, 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave.

FULL TIME EQUIVALENT (FTE)
1.00

POSITION CATEGORY/FUNDING/RESTRICTIONS
Permanent position. Cost code: T83C85C10920000. These positions are available on fixed term assignment for a maximum period of three years only, subject to funding.

SUPERVISOR
Principal/Assistant Principal/IT Manager/Specified Teacher

POSITION LOCATION
The current location of this position is in a specified school or college.

POSITION OBJECTIVE: General administrative and support tasks and duties for a school or college network including troubleshooting, hardware support and software management. Undertake associated clerical/administrative functions.

DUTIES:

1. Under direction assist in the maintenance and installation of a school or college’s computer facilities.

2. Undertake the installation and testing of software and maintain registers of software and hardware licenses.

3. Undertake general trouble shooting on the network and peripherals.

4. Assist teachers in the use of technology both inside and outside the classroom.

5. Under direction assist in the management of the network and the maintenance of network security.

6. As part of a team assist in the delivery of professional development and training to school staff.

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

DIRECTION/SUPERVISION RECEIVED: Direct supervision and guidance received from the supervisor and IMB School Support Consultant.
**ESSENTIAL REQUIREMENTS:** The Commissioner has determined that the person nominated for this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

**DESIRABLE REQUIREMENTS:** Certificate III or IV in Information Technology. Department of Education Network Support Accreditation. A current driver’s licence.

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

**WORKING IN THE DEPARTMENT:** The Department is a large, decentralised employer with staff deployed throughout Tasmania in a variety of locations including schools, colleges, libraries and offices.

The Department is committed to high standards of performance in the application of contemporary management practices and principles. All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination. Smoking is prohibited in State Government workplaces and vehicles.

The Department is committed to the introduction and application of information management systems and solutions to improve its capacity to meet its objectives. Consequently the successful applicant may work extensively with screen-based equipment. All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and the Department’s discrimination and harassment policies.

Employment in the Department and the State Service is governed by the *State Service Act 2000* which contains a set of State Service Principles that provide an overarching statement as to both the nature and operation of the State Service and expectations of those who work within it. The *State Service Act 2000* also contains a Code of Conduct which complements the State Service Principles and requires employees and officers to act appropriately in the course of their duties and to maintain the confidence of the community in the activities of the State Service.
All departmental employees and officers must comply with the Principles, the Code of Conduct and Commissioner's Direction Number 2 which sets out the minimum requirements that must be met in upholding, promoting and ensuring adherence to the Principles.

STATE SERVICE PRINCIPLES (section 7 State Service Act 2000)
1. The State Service is apolitical, performing its functions in an impartial, ethical and professional manner.
2. The State Service is a public service in which employment decisions are based on merit.
3. The State Service provides a workplace that is free from discrimination and recognises and utilises the diversity of the community it serves.
4. The State Service is accountable for its actions and performance, within the framework of Ministerial Responsibility to the Government, the Parliament and the community.
5. The State Service is responsive to Government in providing honest, comprehensive, accurate and timely advice and in implementing the Government’s policies and programs.
6. The State Service delivers services fairly and impartially to the community.
7. The State Service develops leadership of the highest quality.
8. The State Service establishes workplace practices that encourage communication, consultation, cooperation and input from employees on matters that affect their work and workplace.
9. The State Service provides a fair, flexible, safe and rewarding workplace.
10. The State Service focuses on managing its performance and achieving results.
11. The State Service promotes equity in employment.
12. The State Service provides a reasonable opportunity to all eligible members of the community to apply for State Service employment.
13. The State Service provides a fair system of review of decisions taken in respect of employees.

CODE OF CONDUCT (section 9 State Service Act 2000)
1. An employee must behave honestly and with integrity in the course of State Service employment.
2. An employee must act with care and diligence in the course of State Service employment.
3. An employee, when acting in the course of State Service employment, must treat everyone with respect and without harassment, victimisation or discrimination.
4. An employee, when acting in the course of State Service employment, must comply with all applicable Australian law.
5. An employee must comply with any standing orders and with any lawful and reasonable direction given by a person having authority to give the direction.
6. An employee must maintain appropriate confidentiality about dealings of, and information acquired by, the employee in the course of that employee’s State Service employment.
7. An employee must disclose, and take reasonable steps to avoid, any conflict of interest in connection with the employee’s State Service employment.
8. An employee must use Tasmanian Government official resources in a proper manner.
9. An employee must not knowingly provide false or misleading information in connection with the employee’s State Service employment.
10. An employee must not make improper use of -
   • information gained in the course of his or her employment; or
   • the employee's duties, status, power or authority
   • in order to gain, or seek to gain, a gift, benefit or advantage for the employee or for any other person.
11. An employee who receives a gift in the course of his or her employment or in relation to his or her employment must declare that gift as prescribed by the regulations.
12. An employee, when acting in the course of State Service employment, must behave in a way that upholds the State Service Principles.
13. An employee must at all times behave in a way that does not adversely affect the integrity and good reputation of the State Service.
14. An employee must comply with any other conduct requirement that is prescribed by the State Service Regulations 2001.

The Code of Conduct may be supplemented by Department-specific standing orders.

APPROVED BY HRM DELEGATE: 103974 - Deputy Secretary Corporate Services – November 2004
Date Duties and Selection Criteria Last Reviewed: MWT 05/03