Role Description

Senior Computer Assistant (Generic)

Job Ad Reference  QLD/MER10599/13
Job Evaluation No.  11243  TRIM No.  11/75864
Work Unit  Bundamba State Secondary College
            Education Queensland
Location  Metropolitan Region
Classification  OO4 Other Than Public Servants Award
Job Type  Permanent part-time (0.82 FTE)
Salary Range  $40 768 - $44 761 per annum
              Plus superannuation contributions of up to 12.75% of your annual salary.
Contact Officer  Andrew Peach
Contact Telephone  07 3816 6333
Closing Date  Wednesday, 11th December 2013

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 broad service delivery areas:

- Education Queensland Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.
- Skills Reform, Training and Employment Division works to meet the current and future needs of industry 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 and Programs Division leads early childhood development, and education, tertiary education and training and Indigenous policy, regulates the provision of childcare services and Home Education, supports the Australian Music Examinations Board and the Non-State School Accreditation Board, and provides grants to childcare service providers and non-state schooling sectors.
- TAFE Queensland Division is the largest provider of practical, relevant and quality vocational education and training in Queensland. The TAFE system supports the development of a highly skilled and flexible workforce to ensure Queensland’s continuing growth and prosperity.

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 Senior Computer Assistant (Generic) you will:

- Undertake maintenance and repair services.
- Assist in managing the operations of equipment.
- Provide advice on the use of software to maximise the potential of computing technology in schools.

The Senior Computer Assistant reports to the Head of Department (Technology) of the school.

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

- Undertake preventative maintenance and routine repairs of all computers and associated equipment throughout the school.
- Install new equipment and software, and advise on options for enhancements.
- Provide technical advice and support to teaching and office staff, and to students to resolve problems associated with school computer facilities.
- Provide technical input and assist in decisions regarding network computers and associated equipment; access to software and their full application; inclusion of computer resources in developing learning and individual programs; selection and purchase of appropriate equipment and compatible software.
- Assist in the development, maintenance and operations of the school's computerised administrative systems and information databases.
- Provide information and advice on appropriateness of currently available software and on trends and changes in technology applicable to the school's computer facilities.
- Develop and oversee procedures and guidelines for the correct and safe operation of computing equipment.

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**
   Understands the work environment and contributes to the development of work plans and team goals including the ability to resolve problems and to provide sound advice on purchase and enhancement options for computing hardware and software products to satisfy client needs.

2. **Achieves results**
   Demonstrated skill in the operation, installation, maintenance and routine repair of a range of information technology equipment and contributes expertise to achieve outcomes for the business unit.

3. **Supports productive working relationships**
   Ability to work as part of a team, and demonstrated reliability in organising individual workloads to meet deadlines and commitments.

4. **Displays personal drive and integrity**
   Commits energy and drive to see that goals are achieved including the ability to develop and implement procedures and guidelines for correct and safe use of computing equipment.

5. **Communicates with influence**
   Communicates messages clearly and concisely to teaching and office staff, including students.

Additional information

- **For temporary positions** - The duration of this position will be dependent on availability of ongoing funding. Delete if not applicable
- 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.
• A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
• 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, embrace diversity and encourage 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
• Additional information is available online at: www.smartjobs.qld.gov.au

Your application

• Applicants are to submit a brief resume; contact details for 2 referees (one of whom should be your current supervisor); and a maximum 2 page written response outlining your suitability for the role referring to the key capabilities under “How you will be assessed”.
• Applicants are encouraged to apply using the ‘apply online’ facility available on the Smart Jobs and Careers website (www.smartjobs.qld.gov.au).
• For further information refer to the Department of Education, Training and Employment’s Applicant Information Bulletin (available through www.smartjobs.qld.gov.au and searching on a specific Job Ad Reference).