POSITION DESCRIPTION

Directorate: Education

Position Number: P36439

Branch: School Improvement

Classification: ITO2

Business Unit: Gungahlin College

Location: Gungahlin

Position Title: IT Officer

Position Requirements: A current Working with Vulnerable People (WWVP) registration

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours Values and Signature Behaviour - ACTPS Employment Portal

DIRECTORATE OVERVIEW

The ACT Education Directorate (Directorate) delivers high quality education services through government schools, registers non-government schools and administers vocational education and training in the ACT. The Directorate aims to develop and deliver educational services to empower each child and young person in the ACT to learn for life.

The Education Directorate is one of seven ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include the provision of public-school education, regulation of education and care services, registration of non-government schools and home education.

What is important to us: We are an education system that empowers our young people to thrive in ways that foster a democratic, equitable, diverse and prosperous society.

Our Mission: We develop and deliver educational services to empower each young person in the ACT to learn for life.

Our Vision: Our Directorate values of respect, integrity, collaboration, and innovation reflect the employee values of the ACT Public Service. These core values underpin our service delivery and are the cornerstone of our workplace environments. Translating these values into daily practice is an expectation of all ACT public servants.

The ACT public education system continues to expand with over 50,000 students attending 90 public schools, comprising:

- 52 preschool to year 6 schools (including four Koori preschools);
- nine year 7 to 10 high schools;
- eight year 11 and 12 secondary colleges;
- six early childhood schools (preschool to year 2);
- four specialist schools;
- eight preschool to year 10 schools (including one Koori preschool);
- one kindergarten to year 10 school; and
- one year 7 to 12 school.

The Directorate also has responsibility for the planning and coordination of early childhood education and care services for the ACT.

The Directorate is structured around four divisions: School Improvement Division; System Policy and Reform; Business Services Division and Service Delivery and Design. The Directorate employs approximately 7,050 staff including 4,211 school teachers and leaders.

Further information about working in the ACT Public Service and the Education Directorate can be found at https://www.jobs.act.gov.au/about-the-actps and https://www.education.act.gov.au/ .

BRANCH OVERVIEW

The School Improvement Branch works closely with schools supporting them to develop sustainable processes that ensure a culture of school improvement and accountability related to their individual context.

SCHOOL OVERVIEW

ACT Public Schools deliver quality education to shape every child's future and lay the foundation for lifelong development and learning. Gungahlin College is located in the North/Gungahlin Network and caters for students from year 10 (specialised program) to year 12, supporting the learning of over 1100 students. We have a staff of approximately 130 teachers, learning support and administration professionals.
The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

Our ideal candidate has experience in providing administrative and ICT support in a complex and busy school environment. The ability to deliver excellent customer service and provide day to day support across the team is critical to this role. You will have excellent organisational skills and enjoy helping others. You will be familiar with providing first point of contact support to students and staff, as well as responding professionally and efficiently to general enquiries. You demonstrate an ability to communicate with internal ICT stakeholders and with external ICT vendors.

You will be flexible, highly motivated and capable of prioritising your work. Having the ability to form productive working relationships with colleagues and stakeholders should be a core professional strength. Our ideal candidate will take ownership of their work and will have demonstrated the ability to work productively and proactively as part of a team.

WHAT YOU WILL DO

In accordance with Directorate Policies

1. Take a leadership role in the management, development and improvement of the school network that includes IT security, software and hardware repairs/upgrades.
2. Liaise with internal and external agencies as necessary.
3. Build and maintain relationships with outside vendors and organisations.
4. Provide network support to all staff, students and the college community.
5. Take a leadership role in the integration of ICT in classrooms. This includes providing professional learning to teaching and admin staff.
6. Provide advice to college executive team in the use of emerging technologies.
7. Communicate with the College community around ICT updates and concerns.
8. Undertake administrative tasks related to the operation of the school's IT infrastructure including record keeping, maintaining budgets, equipment and internal software programs and maintain accurate asset register and lease agreements.
9. Assist with school facilities and technology including the internal setup of College Theatre/s, and AV systems and hardware.
10. Lead ICT procurement processes to support ongoing College upgrades.
11. Advise Business manager with staff account accesses.
12. Work with the College Executive Team to organise Parent Teacher Interviews.
13. Supporting student chromebook rollout and end-of-year collection to ensure efficient and timeous turnover of hardware.

WHAT YOU REQUIRE

Professional / Technical Skills and Knowledge

1. Ability to manage a large network infrastructure. This involves the ability to maintain and repair hardware and ICT related equipment, upgrade software and provide technical solutions and support a range of IT related systems. Proven ability to administer, support, and configure end-user platforms, including Windows 11, Office365, macOS, iOS, Chrome OS, is essential.
2. Support staff and students with a wide range of troubleshooting to ensure efficient operation of technology-based systems.
3. Proven ability to implement new systems and to create innovative solutions for the use of ICT in schools, including connecting schools with their broader community.
4. Ability to work as a member of a team, communicate effectively, liaise with staff, parents and students to provide excellent customer service.

5. Provide effective IT training to staff and students.
6. Ability to identify and implement solutions for school administration (SAS) and educational systems.
7. Experience with Digital Canberra's (DCBR) Service Now portal. This includes lodging support tickets, requesting information and following up issues.
8. Ability to liaise with Digital Strategy, Services and Transformation (DSST) regularly to meet college Chromebook requirements and follow up on outstanding requests.
9. Supporting student chromebook rollout and end-of-year collection to ensure efficient and timeous turnover of hardware
10. Strong organisational skills and attention to detail.

Selection Criteria

1. Proven ability to effectively manage time, prioritise work tasks and meet tight deadlines in a high-pressure environment. Sound experience in undertaking administrative tasks, including financial management, stocktaking and licensing, relating to IT equipment.
2. Being calm and supportive of students and staff with complex and demanding ICT issues. Keeping open lines of communication with staff and stakeholders. Being approachable and personable to efficiently collaborate and support the College community.
3. Sound technical knowledge of school ICT systems and services. Ability to research emerging technologies to improve day to day school operations.
4. Ability to apply equity and diversity, occupational health and safety, and participative management principles and practices in the workplace.

Compliance Requirements / Qualifications

This position requires a Working with Vulnerable People (WWVP) Registration prior to commencing in this role.

Desirables

Experience in an administration role.

- First Aid Certificate or a willingness to undertake appropriate training.
- Excellent knowledge of Microsoft Outlook, Word and Excel.
- Knowledge of school specific software including Sentral and Timetable or similar.