**JOB DESCRIPTION**

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| **Agency** | Department of Education | | | **Work Unit** | Student Systems, Digital and Data |
| **Job Title** | Student Systems Support Coordinator | | | **Designation** | Administrative Officer 6 |
| **Job Type** | Full Time | | | **Duration** | Fixed for 12 months |
| **Salary** | $88,157 - $98,549 | | | **Location** | Darwin |
| **Position Number** | 25599 | **RTF** | 169854 | **Closing** | 21/07/2019 |
| **Contact** | Tess Lontoc on 08 8999 3532 or [tess.lontoc@nt.gov.au](mailto:tess.lontoc@nt.gov.au) | | | | |
| **Agency Information** | <https://education.nt.gov.au/> | | | | |
| **Information for Applicants** | **Applications must be limited to a one-page summary sheet and an attached resume/cv.** For further information for applicants and example applications: [click here](https://ocpe.nt.gov.au/nt-public-sector-employment/Information-about-ntps-employment/applying-for-and-filling-jobs/employment-templates-and-guidelines/) | | | | |
| **Information about Selected Applicant’s Merit** | If you are selected and accept this position, a detailed summary of your merit (including work history, experience, qualifications, skills, information from referees, etc.) will be provided to other applicants, to ensure transparency and better understanding of the reasons for the decision. For further information: [click here](https://ocpe.nt.gov.au/nt-public-sector-employment/Information-about-ntps-employment/applying-for-and-filling-jobs/information-for-applicants) | | | | |
| **Inclusion & Diversity** | The NTPS values diversity and aims for a workforce which is representative of the community we serve. We strongly welcome and encourage people from all diversity groups to apply and strive to accommodate people with disability by making reasonable workplace adjustments when required. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. | | | | |
| **Special Measures** | Under an approved **Special Measures** recruitment plan, Aboriginal and Torres Strait Islander applicants will be given priority consideration and preference in selection for this vacancy if they meet all essential selection criteria and are suitable at the position level. | | | | |
| **Apply Online Link** | <https://jobs.nt.gov.au/Home/JobDetails?rtfId=169854> | | | | |

**Primary Objective:** Develop and implement strategies on training, support and system enhancements to meet ongoing school requirements on use of student administration systems and other related systems.

**Context Statement:** Work within a team environment with multi-skilled members from analysts, trainers, student and school systems specialists, and systems support officers. The team has a strong education background and customer focus to provide training and support for the use and functionality of school systems to teaching and administration staff.

**Key Duties and Responsibilities:**

1. Manage delivery of training on student administration systems, develop support training models and materials ensuring compliance to data quality standards and departmental policies and procedures.
2. Provide leadership and expert advice on ongoing enhancements to student administration systems, including complex integration features with timetabling software, vocational education systems, and senior secondary certificate systems, to meet school administration and teaching requirements.
3. Develop support and training materials, assist in development and analysis of functional system specifications, prioritising stakeholder requirements to ensure comprehensive solutions that meet school operational needs.

**Selection Criteria**

**Essential:**

1. Demonstrated effectiveness in management and coordination of support and training activities, highly developed expertise in systems functionalities with focus on appropriate use of student administration systems and its integration with related systems such as timetabling, vocational education, senior secondary certificate systems.
2. Demonstrated high-level of IT literacy and organisational skills, with the ability to analyse data and application relationships to be able to deliver quality support and assist projects in an effective, timely and efficient manner.
3. Demonstrated ability to successfully lead, manage, and resolve conflicts in client relationships, provide effective systems problem solutions, and negotiate with influence to diverse groups including principals, teachers, service providers, and business partners.
4. Demonstrated high level of interpersonal, oral and written skills, proficiency in creation and maintenance of training, support and specification materials, and broad knowledge of protocols to be followed in offering advice and services in schools.
5. High standard of personal integrity and conduct including ability to successfully work as part of a team with a diverse range of background, skills, and experience. An ability to interact effectively with people from different cultures and has a Current Working with Children Clearance Notice.

**Desirable:**

1. Qualifications in Information Technology (IT) Training, Support or Development fields; or Certificate IV in Training and Assessment; or related academic qualifications
2. Experience and understanding of school environment, or demonstrated ability to acquire this knowledge easily.

**Approved: June 2019 General Manger, Digital and Data**