NSW Public Schools

Being a Pro-active ICT Coordinator
What ICT Coordinators Do...

Hardware Repairs – Troubleshooting - Fixing crashes - Making the Internet Work at School - Purchasing H/W, S/W, Consumables - Diagnosing and Fixing Printer Problems - Applying Security Patches and Antivirus - OASIS Support - Packing and Unpacking boxes - Decommissioning PCs - Installing and re-installing - Network Fault Diagnosis/Repair - Insurance issues - Removing Illegal software - “Can you just do this for me…” - Networking new PCs - Asset Management – Separate to OASIS - Project Management – Budgeting - Dealing with Technicians - Developing Teaching Programs - Scope & Sequence Charts - Inservicing others - Team teaching - Website Design & Management - Training Kids & Parents - Advising Parents on Home PCs - Advising Staff on Home PCs - Keeping Up to Date - Learning from Others - Self Learning - Unpaid Overtime - Remembering Passwords - Long Telephone calls - Retrieving Lost Files - System Backup/Recovery - Check School eMail - Motivating Staff - Dealing with Executive - Policy development - Security of Equipment/ boltdowns - Temporary accounts - Fixing “other” stuff, copiers etc. - “Ghosting” PCs - Managing the server - Loading new software on the server - Dealing with lack of appreciation - All while teaching on a heavy load

* This list was compiled from a survey of Sydney Region ICT Coordinators in 2004
What ICT Coordinators Should Do...

- Hardware Repairs – **Basic Troubleshooting** - Fixing crashes - Making the Internet Work at School - **Purchasing H/W, S/W, Consumables** - **Diagnosing and Fixing Printer Problems** - Applying Security Patches and Antivirus - OASIS Support - Packing and Unpacking boxes - **Decommissioning PCs** - Installing and re-installing - **Network Fault Diagnosis/Repair** - Insurance issues - **Removing Illegal software** - “Can you just do this for me...” - **Networking new PCs** - Asset Management - Project Management – Budgeting - Dealing with Technicians - Developing Teaching Programs - **Scope & Sequence Charts** - **Inservicing others** - **Team teaching** - Website content - Training Kids & Parents - Advising Parents on Home PCs - Advising Staff on Home PCs - **Keeping Up to Date** - Learning from Others - Self Learning - **Unpaid Overtime** - **Remembering Passwords** - Long Telephone calls - Retrieving Lost Files - **System Backup/Recovery** - Check DET eMail - **Motivating Staff** - Dealing with Executive - **Policy development** - Security of Equipment/ boltdowns - Temporary accounts - Fixing “other” stuff, copiers etc. - “Ghosting” PCs - Managing the server - Loading new software on the server - Dealing with lack of appreciation

Tasks for:  
- ICT Coordinators
- ALL STAFF
- External IT Support
Being a Proactive ICT Coordinator

- Schools with a proactive ICT Coordinator will as a whole be able to take on new ICT challenges more easily and quickly
- The proactive ICT Coordinator is a major asset to a school
- Sydney Region IT Services Unit values highly the role of the ICT Coordinator
- School position advertisements can and do specify ICT Coordinator skills as highly desirable
  - “Capacity to integrate technology in effective classroom practice and to promote the development of technology. Skills and/or experience to undertake the role of computer coordinator.”
So, What Does it Take to be a Pro-active ICT Coordinator?
2,200 schools working together

...adhere to Regional and DET Standards.
Don’t turn your school into an island
...be the ICT conduit between your school and State and Regional Office
communicate with school executive to assist with future ICT directions in the school
...demonstrate the effective use of ICT in your own teaching and learning
...be a Professional Development Leader in your school
...continue to develop your own ICT skills. Attend the SR ICT Coordinator Day each term.
...Identify areas of ICT skills in school staff where extra support is required
...identify areas of ICT strengths and promote them across the whole school
...empower others and do not see yourself as the sole fountain of all ICT knowledge
...understand that the 20th Century Teacher was all about what you **HAD** and **KNEW** and the 21st Century Teacher is all about what you **SHARE**.
...inspire and motivate your peers to continue to learn about and effectively use ICTs in the classroom
...don’t be discouraged by naysayers. Have realistic expectations of ICTs and individuals
Does it work?

Is it plugged in?

Does restarting help?

How many PCs are affected?

Check LAN switches are on

Is there paper in the printer?

Provide accurate details of the problem to the ICT Service Desk

...learn how to diagnose a problem and do basic troubleshooting to quickly solve easy problems
Does it work?

Is it plugged in?

Is it turned on?

Is there tape on the mouse sensor?

Does restarting help?

Is there paper in the printer?

Before it gets logged to the Service Desk, verify it’s a real problem

...teach others basic troubleshooting so they don’t have to keep bothering you about every little problem
...know when to ask for advice and where to access advice, expertise and support
...ensure the school has a succession plan!

Share the ICT Coordinator load
Enjoy the challenging and important role of School ICT Coordinator.

You are not alone.
Thank you for your attendance today

Questions?