



POSITION DESCRIPTION

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| POSITION TITLE | Administrative Officer |
| SALARY RANGE | \$46,000 to \$55,000 |
| SUPERVISORY RESPONSIBILITIES | Nil |
| EMPLOYMENT TYPE | Full Time / Part Time (Flexible Hours) |

BACKGROUND

TrackOne Studio is a boutique software development studio, based in Brisbane, which designs, develops, and supports comprehensive learning analytics solutions for independent Primary and Secondary schools.

Learning Analytics is the process of using school data, statistical analysis, and modelling to gain insights into student and school performance.

POSITION OBJECTIVES

This position reports to the Director (Business Development) and is responsible for providing professional and efficient administrative support to internal staff and guided application support to existing TrackOne Studio clients.

KEY ACCOUNTABILITIES

- Assist the Director (Business Development) by providing a high level of administrative support.
- Assist the Director (Business Development) by responding to client request via email and telephone in a professional manner.
- Guide existing TrackOne Studio clients in the correct use of the Learning Analytics Suite application and associated applications by phone, email, web-conference, and in person.
- Provide end-user training to existing TrackOne Studio clients via phone, email, web-conference, and in person.
- Assist the Director (Business Development) by assisting in the deployment and configuration of the Learning Analytics Suite and associated applications.

- Support the Director (Business Development) in organising seminars, workshops, displays.
- Assist TrackOne Studio staff with the coordination and delivery of projects.
- Provide effective and efficient administration support to other internal staff as directed.
- Actively participate in team meetings through sharing ideas and contributing to discussion.
- Ensure fair, ethical and professional work practices.
- Maintain compliance with relevant legislations and TrackOne Studio policies and procedures, including equity and health and safety and exhibit good practices in relation to same.

SELECTION CRITERIA

Essential:

- Completion of a degree or an associate diploma in a related discipline or equivalent combination of relevant substantial work experience and education/training.
- Demonstrated organisational, project management and administrative skills, including the ability to meet deadlines, manage projects and handle competing demands without compromising standards or service quality.
- Demonstrated commitment to a customer-service focussed, team culture and ability to work both independently or collaboratively in a team environment.
- Demonstrated high level written and verbal communication skills, including proven ability to interact with a diverse range of clients.
- Demonstrated an aptitude in the use of Information Technology and an ability to quickly develop new skills.

Desirable:

- Experience working within Primary and Secondary schools.
- Experience working with educational data and data analytics solutions.
- Experience in Information Technology specifically in providing software application support.
- Experience working within new or rapidly growing teams.