

IT Staffing Support Grant (ITSS Grant)

Ref: EDB(EID/ITE)/IT/PRO/189

Government of the HKSAR
Education Bureau

20 July 2017

Education Bureau Circular No. 11/2017
Information Technology Staffing Support Grant

[Note: This Circular should be read by –

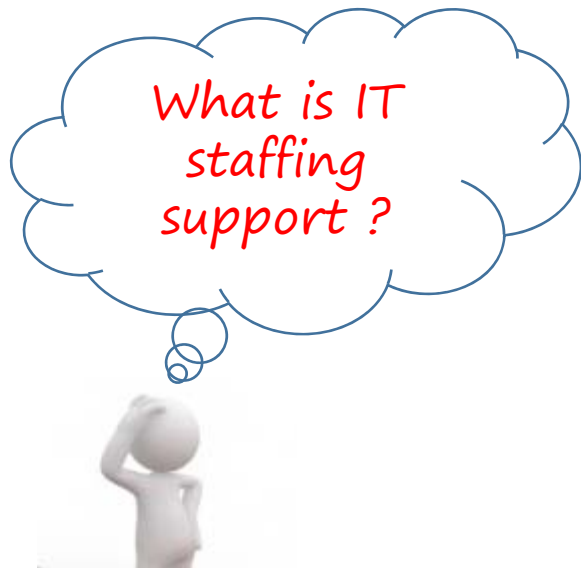
- (a) Supervisors and Heads of all government, aided (including special schools), caput and schools under the Direct Subsidy Scheme (DSS) – for necessary action; and
- (b) Heads of Sections – for information.]

Summary

This circular sets out details of the “Information Technology Staffing Support Grant” (ITSS Grant) which aims to strengthen the Information Technology (IT) staffing support to all public sector primary and secondary schools (including special schools). Schools are invited to attend the upcoming briefing sessions on the use of the ITSS Grant.

Aim

To strengthen the Information Technology (IT) staffing support to practise e-learning and take forward various education initiatives which will harness IT.



Primary ambit

Acquiring technical support staff

For the remaining funding

Acquiring additional technical support services beyond the provision of their technical support staff

*Computer equipment, e-resources and learning platform, etc. could **not** be paid out by this grant*

Main features of ITSSG

- Recurrent in nature, adjusted in accordance with change in CCPI
- Same rate for all schools
- Disbursement: For aided/government schools in two batches: Aug/Sept and April.
- Dedicated usage (a separate ledger account)
- Transfer of funds out of this cash grant is not allowed
- Could retain the surplus balance up to 12 months' provision
- Government schools will be allocated with a designated user code, accounted on a financial year basis.
- For DSS schools, ITSSG will be provided through the DSS unit subsidy.



What are the
duties of
technical
support staff?

Technical support to
practise e-learning and
initiatives which
harness IT

Appendix

Recommended Duties of Technical Support Staff Acquired under the ITSS Grant

- Operating and monitoring computer equipment, network and servers, including mobile computing devices and audio/video equipment;
- Performing user IT support and assisting in incident management/trouble shooting;
- Assisting in management of computer job processing and systems, including WebSAMS, e-learning platforms, schools' intranet and webpages;
- Assisting in procurement of IT equipment and services, contract administration, site preparation, and management of IT asset and external suppliers such as WiFi service providers;
- Assisting in maintenance of records and documentation; and
- Any other relevant technical duties in supporting IT in Education.



- (A) Employ their own staff
- (B) Appoint IT companies to provide agency worker(s) on campus

For (A)

Schools have the flexibility to determine remuneration package and qualification requirements. Schools may refer to the GS post Computer Operator II, if needed.

ITSSG allows schools to offer their technical support staff long-term and secure work conditions, with competitive remuneration package, annual pay adjustment and training opportunities.

Pre-determined NCSC Packages for Government Schools

Job Title	Qualification	Monthly Salary
IT Resources Officer 資訊科技資源主任	A degree; or A HD + 3 years' relevant experience	21,960 + 10% gratuity
IT Resources Assistant 資訊科技資源助理	HD + experience in computer work	16,480 + 10% gratuity
Computer Technician 電腦技術員	Form IV + 2 years' training in IT; or School Cert. + 1 year's training	13,735 + 10% gratuity



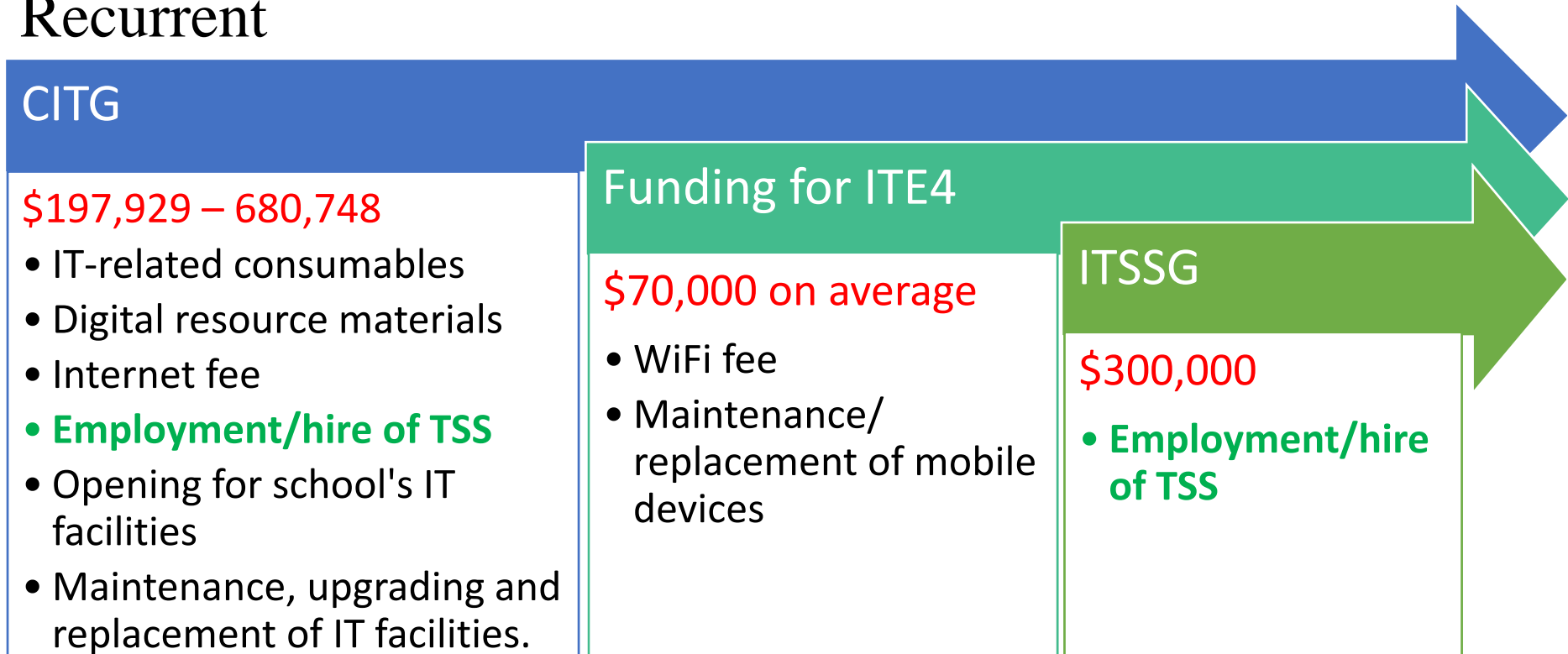
- (A) Employ their own staff
- (B) Appoint IT companies to provide agency worker(s) on campus

For (B)

The IT companies, would also provide training as well as career development path for TS staff, and contingency support to ensure service continuity.

Overview of ITE grants

Recurrent



One-off

ITE4 (\$100,000)

- Mobile device

OITG (\$200,000)

- Mobile device
- **Employment/hire of additional TSS**
- E-resource/platform

Possible scenario (1)



existing TS staff using CITG



Extra TS staff using ITSSG

- Strengthen manpower with a team of TS staff with different expertise
- TS team members could support each others
- less impact when a TS team member leaves

Possible scenario (2)



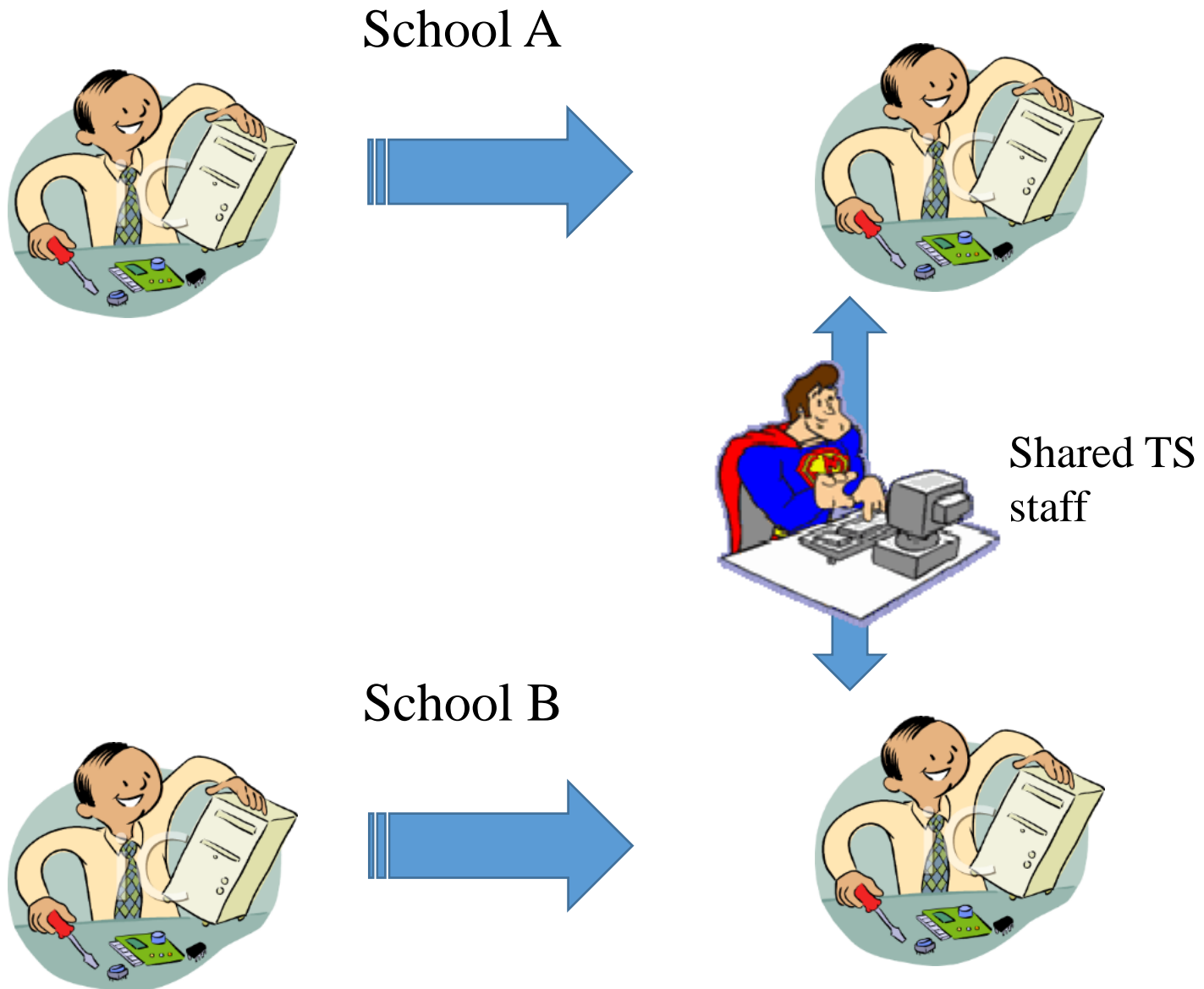
Strong existing TS staff/team



Support the existing TS staff/team using ITSSG

- Better remuneration package for retaining quality IT staff
- Engaging services from external IT companies for specific jobs and duties

Possible scenario (3)



Catering the needs of

(A) Schools

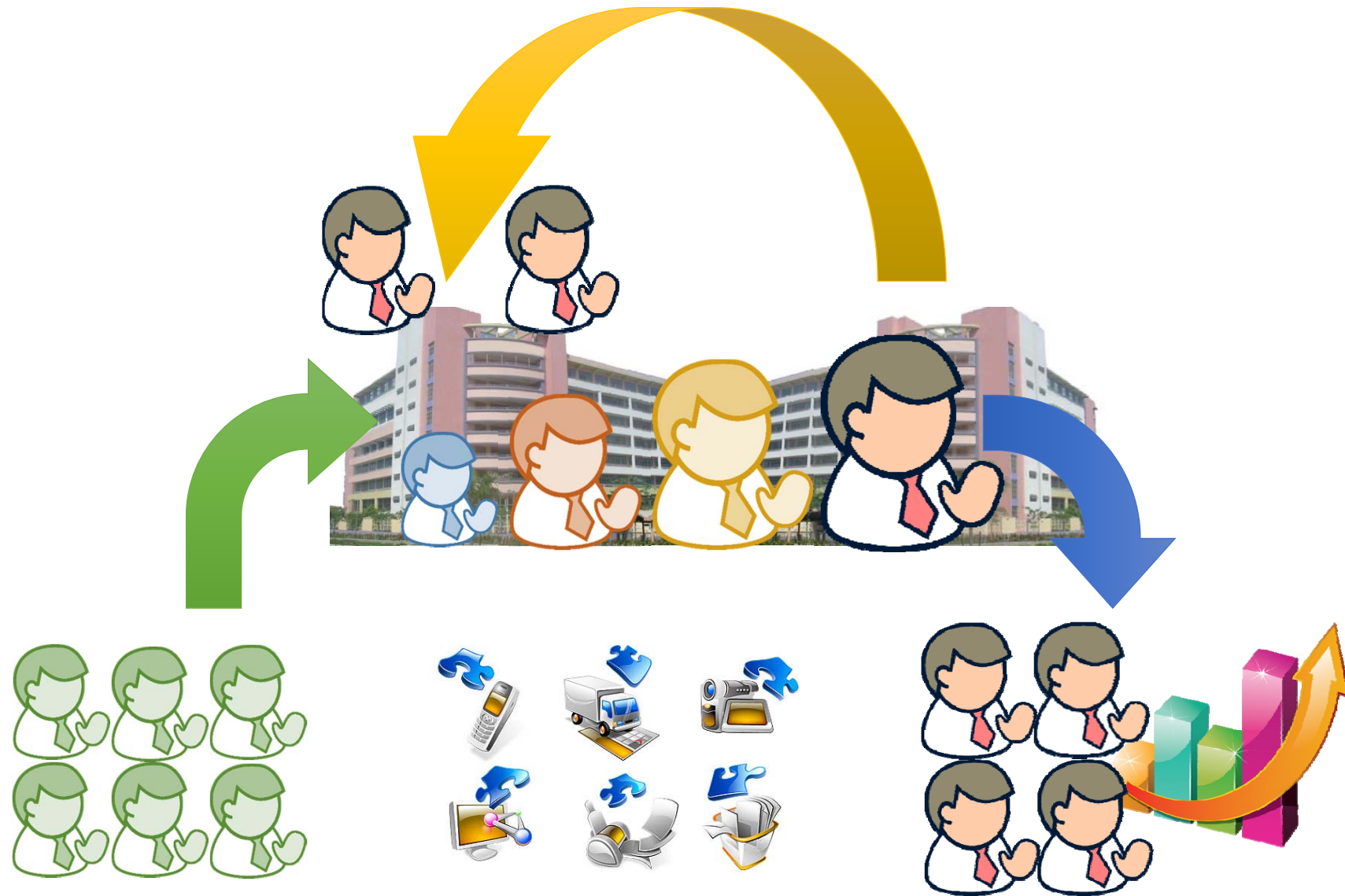
- Provision of stable and quality TS services that are in pace with the development of technology

(B) TS staff

- Favourable pay level and work conditions, including career development prospect

(C) Hong Kong

- Provision of sufficient IT manpower to sustain economic growth



Thank You !

Enquiry

IT in Education Section: 3698 3606

