



## JOB DESCRIPTION FORM

### STATE LIBRARY OF WESTERN AUSTRALIA

PURPOSE	VISION	VALUES
The State Library of Western Australia enriches the lives of all West Australians by treasuring their stories, building, preserving and sharing physical and digital collections, whilst reflecting WA's rich heritage and history. Our mission is to inspire individuals and communities by being a hub for literacy, learning, knowledge, creativity and collaboration.	To be a one of the world's great libraries.	<ul style="list-style-type: none"> <li>• Access for all.</li> <li>• Generosity of spirit towards our clients and colleagues.</li> <li>• Cherishing our stories.</li> <li>• Sharing expertise.</li> <li>• Fostering excellence in all that we do.</li> <li>• Embracing learning and knowledge.</li> </ul>

#### DETAILS

**Position Title:**

Network Support Officer

**Position Number:**

13705

**Classification Level:**

Level 4

**Award/Agreement:**

PSA 1992 / PSGOGA

**Division/Directorate:**

Strategic & Corporate Services

**Branch/Section:**

Business Innovation Services

**Physical Location:**

State Library Building  
25 Francis Street, Perth

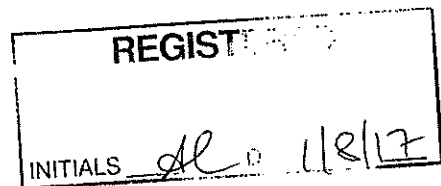
**Effective Date:**

01/08/2017

*(JDF registered date)*

**Employment Type**

Permanent, Full-Time



#### REPORTING RELATIONSHIPS

**Position reports to:**

12610 Network and Security Administrator,  
Level 5

**Positions reporting to this position:**

Nil





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### PURPOSE OF THE POSITION

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Administers the portfolio voice and data network to maximise network availability and performance. Ensures the security of the portfolio voice and data network.

### KEY RESPONSIBILITIES

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1. Provides first and second level support by monitoring the Network Service queue and diagnosing/resolving reported incidents.
2. Installs, configures, monitors and maintains the portfolio's network/voice/security hardware and software.
3. Participates in event analysis and problem resolution for network/voice/security infrastructure.
4. Assists with network and security infrastructure procurement activities and maintains the register of network and security assets, warranties and support/maintenance contracts.
5. Travels to portfolio metro sites to install network equipment and/or troubleshoot issues as required.
6. Contributes to the development and design of network infrastructure and services to meet service security, capacity, availability, and continuity requirements in a cost effective and timely manner.
7. Adheres to and applies Network administration, operational and Change control procedures and ensures that the network/voice/security documentation is kept up-to-date.
8. Maintains effective communication with internal and external stakeholders ensuring an appropriate level of awareness exists in the progress of network/voice/security projects and problem resolutions.
9. Ensures an efficient and effective customer focused service is provided and exhibit a personal commitment to customer service, integrity and personal development.
10. Evaluates and maintains an awareness of trends in network/voice/security technology.
11. Participates in the planning, coordination and implementation of network/voice/security projects.
12. Provides assistance to Business Innovation Services team members.
13. Other duties as required with respect to the skills, knowledge and abilities of the employee.

### COMPLIANCE AND LEGISLATIVE KNOWLEDGE

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- Maintains a contemporary knowledge base relating to human resource policies and procedures;
- Complies with Department of Local Government, Sport and Cultural Industries and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.



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### WORK RELATED REQUIREMENTS

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#### Essential:

1. Experience in a network administration role with practical experience in the installation, configuration, administration and security of corporate voice and data communications networks and related infrastructure.
2. Experience with network and security concepts including (but not limited to) virus and spam protection, intrusion detection, remote access, VPNs, network monitoring, firewalls and risk audits.
3. Demonstrated technical and project planning skills.
4. Experience in the development and maintenance of technical documentation.
5. Proven interpersonal and communication skills including the ability to liaise, negotiate and consult with a wide range of individuals with differing requirements.
6. Proven conceptual, analytical and innovative problem solving skills.

#### Desirable:

1. Knowledge in a Cisco and Dell based local and wide area network environment.
2. Relevant professional qualifications.
3. Knowledge of Prince 2 and ITIL or equivalent.
4. Knowledge and understanding of the AS27002 Information Security standard.

#### Key Relationships/Interactions:

1. Department of Local Government, Sport and Cultural Industries portfolio staff (DLGSC, SLWA, WAM, AGWA, PTT).
2. Business Innovation Services team members.
3. Clients and other visitors to all portfolio agencies.
4. External partners and suppliers.

### KEY CHALLENGES

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1. Maintaining a quality and professional client service.
2. Developing and maintaining a good working relationships and being flexible with new ways of working.
3. Ensuring that safe work practices are maintained at all times.
4. Management of vendor relationships to achieve Portfolio objectives.
5. Working within strict timeframes to ensure ICT needs of the Culture and Arts Portfolio are met.

### ELIGIBILITY

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#### Special Conditions:

1. A current (within 6 months) National Police Clearance Certificate will be required prior to commencement of employment
2. On call and work outside of business hours may be required.
3. Travel in the Perth Metro area as required
4. "C" class drivers licence.



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### Appointment is subject to:

1. 100 point identification check; and
2. Criminal Records Screening clearance (National Police Check)
3. "C" class drivers licence

### Training:

- Complete induction within three months of commencement;
- Complete any training specific to the role required by Departmental policy; and
- Complete the department's AEDM within six months of appointment.

### CERTIFICATION

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The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.

### SIGN OFF

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Manager Signature                      Date (DD/MM/YYYY)

*I have read and accept the responsibilities of the Job Description Form.*

*The position's duties are to be performed in accordance with the DCA's Code of Conduct.*

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Employee Signature                      Date (DD/MM/YYYY)

