

# IT SUPPORT OFFICER

<b>Position Number:</b>	LPB046	<b>Classification Level:</b>	General Division, Level 3
<b>Division:</b>	Corporate Services	<b>Reports to:</b>	Manager Information Technology
<b>Team:</b>	Information Technology	<b>Supervises:</b>	0 FTE

## Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. The Corporate Services Division provides the full range of business services to facilitate the achievement of this mission including financial management, human resources, information technology and management and the Policy, Strategy and Outreach team. The Information Technology team is responsible for the development, implementation and delivery of contemporary information and communication technology and information management systems and services.

## Role overview

The IT Support Officer works collaboratively as a member of the Information Technology team (IT Team) to deliver the information technology and network systems for the organisation. The position is responsible for administering, maintaining, monitoring and supporting the information technology and network systems.

## Key Accountabilities

- Work collaboratively as a member of IT Team to deliver the directorate's business plan and high-quality business services in line with agreed priorities, including projects as required.
- Participate in meetings, voice concerns and suggestions for improvement.
- Work with team members to achieve daily, weekly, monthly and annual targets.
- Provide Level 1 and 2 technical support to all users.
- Analyse, monitor and maintain the Board's network, network systems and all peripheral devices to ensure efficient operations in line with business requirements.
- Develop, maintain and perform the configuration and installation procedures and activities e.g., configuration, patches, hardware testing, networking, database and operating systems, etc.
- Support the setup, installation and configuration of new/rebuilt servers, desktop applications, workstations and peripheral devices in accordance with standards and operational requirements as well as networking systems and user accounts as required.
- Identify diagnose and resolve hardware and software problems e.g. network, network systems, peripheral device related issues, defective parts, etc.
- Work collaboratively with the network system external service providers and coordinate problem resolutions.
- Participate and support network related projects including upgrades and installations.
- Perform system and document recovery as required.
- Assist the Board and all of its committees and teams in the performance of their functions.
- Perform other duties as required.
- Engages with internal and external stakeholders to understand the business system issues and manage problem identification and resolution expectations.
- Liaises with external services providers as required.

## Work related requirements

To be read in the context of the preceding sections of this document.

### Essential

1. Relevant industry experience in the provision of IT support.
2. Demonstrated experience in network environments and the use of networking administering tools.
3. Good knowledge and experience in business process change and quality improvement activities.
4. Ability to demonstrate a proactive and innovative approach to problem solving, underpinned by well-developed conceptual and analytical skills.
5. Well-developed written and verbal communication and interpersonal skills with the ability to work cooperatively with others at all levels.
6. Well-developed organisational skills including the ability to prioritise and complete work within set timeframes.
7. Demonstrated ability to work autonomously and as part of a team.

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### Reporting Relationships

There are no direct reports to this position.

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### Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



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### Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

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### Position Certification

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

SIGNATURE

A handwritten signature in black ink, appearing to be 'A. J. ...'.

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A/EXECUTIVE DIRECTOR

13 January 2026

DATE