



ICT Support Officer - Level 3 (MIS19208)

Group:	Corporate Services and Transformation	Location:	Cannington
Division/Directorate:	Business Innovation	Supervises:	0
Branch:	IT Operations	Reports to:	Coordinator ICT Support Services
Section:	ICT Service Delivery		

Operational Context

The Strategic Business Innovation Division supports the Department to achieve its strategic and operational objectives by focusing on whole-of-department strategic capability and fostering innovative thinking across the department to support the building of a high performance organisation. The Division is responsible for creating vision, strategies, purposeful policies, and a detailed plan to move the department into the digital world. Ensuring that investments in these digital strategies meet feasibility and viability evaluation to ensure customer centric design and value for money.

Role Overview

This position contributes to building the department into a high performance innovative organisation by providing first and second level technology support, maintenance and provisioning services for end-user computing devices, software applications, peripherals and smart devices. The role contributes to the strategic and operational planning of the IT Operations Branch.

Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Contribute to the department meeting its statutory obligations in relation to relevant WA public sector legislation, ethics, standards and policies.
- Represent the Branch on forums, committees and working groups, as required.
- Undertake travel in the state, as required.
- Maintain awareness of technical and industry developments.
- Assist in the management, resolution and delivery of incident, problem and service request solutions in accordance with agreed service levels.
- Participates in the development, implementation and compliance to the department's Standard Operating Environment (SOE) and IT hardware and software asset management policies, procedures and frameworks.
- Contributes to the preparation and maintenance of relevant technical and process documentation.
- Support the Coordinator ICT Support Services to manage Branch activities and projects to ensure the achievement of outcomes identified in the Branch Operational Plan.
- Contribute to the identification and implementation of continuous improvement initiatives to enhance the efficiency and effectiveness of the Branch.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Good written and verbal communication and interpersonal skills.
- Good analytical and problem solving skills.
- Good knowledge and experience in delivering, maintaining and supporting end-user standard operating environments across a range of devices with a focus on Microsoft technologies.
- Good knowledge and experience in IT Service Management best practices, methodologies and frameworks.
- Good knowledge and experience in supporting and provisioning end-user hardware, software, applications, peripherals, and portable telephony devices and IT asset life cycle processes and procedures in a medium to large organisation.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You are continually learning and adjusting your approach to be effective in the changing work environment.
- **Embody The Spirit of Public Service** - You display and embody the spirit of public service in all your decision making, interactions and professional activities.
- **Build Capability** - You provide technical and professional support to your peers, making time to mentor others in your team.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
- **Dynamically Sense The Environment** - You seek to understand expectations and problems by listening actively and asking clarifying questions.
- **Think Through Complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Lead Collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.

This position reports to:

Coordinator ICT Support Services

Position No: 00017621

Classification: L5

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- Nationally Coordinated Criminal History Check
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

07-APR-2026

www.lgirs.wa.gov.au