

Job Description Form

System Support Officer

Position details

Classification Level: Level 3

Award/Agreement: PSA 1992 / Public Sector CSA Agreement
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: State Solicitor's Office, Information Management Technology,
Information Technology

Physical Location: Perth CBD

Reporting relationships

Responsible to: 021797 System Support Coordinator, Level 6

This position: System Support Officer (Generic), Level 3

Direct reports: Nil

Overview

The State Solicitor's Office (the Office) is the Western Australian Government's principal legal adviser. The Office enables government action, manages the State's legal risk, and supports the First Law Officer with authoritative advice on key legal issues. The work of the State Solicitor's Office delivers demonstrably better government decisions, strengthens the rule of law, and leads to greater community trust in the public sector. The Office helps government to govern well. The State Solicitor's Office is a centre of legal excellence committed to the highest standards of service and professionalism.

Corporate Services supports the Office providing financial, human resource, work health and safety, governance, information technology and information management services.

Job description

The System Support Officer provides system support services, investigates and resolves problems in conjunction with users, undertakes test writing and execution activities. The position provides training to clients as required.

Role specific responsibilities

- Undertakes a range of application support functions in adherence to agreed support standards and service levels, including:
 - o System administrator functions for desktop applications.
 - o System interface monitoring and troubleshooting.
 - o Periodic and ad hoc reporting and statistical analysis.
 - o Develops and executes test plans for any updates to applications when required.
 - o Assists with system upgrades and enhancements and engages relevant users in the process.
 - o Analyses identified issues, investigates and considers options to meet organisational needs and resolve problems.
- Ensure the development and delivery of a range of training and user support across SSO systems and applications, including:
 - o Developing and maintaining system user manuals and training resources.
 - o Consulting with users to identify new opportunities for effective use of IT systems.
 - o Obtaining feedback on systems and application performance of production systems.
 - o Creates and maintains operations manuals.
- Supports the development, implementation and delivery of new projects and initiatives.
- Identifies areas for improvement and implementing continual improvement initiatives in the provision of services.
- Contributes to development of policies and strategies relating to information technology.
- Contributes to a positive and innovative work culture.
- Undertakes other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Work Health and Safety

Demonstrate commitment to the legislative obligations set out in the *Work Health and Safety Act 2020*.

Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the Office's policies and any other direction given for their safety and health in the workplace.

Leadership expectations

Expected behaviours

The Public Sector Commission's [Leadership Expectations](#) provides a common understanding of the mindsets and expected behaviors required of all our employees and the public sector.

The leadership context for this role is '**Personal Leadership**' - The Personal Leadership context is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the agency.

Lead collectively	Understand how your work fits in the public sector and recognise your role in delivering value for the future of Western Australians.
Think through complexity	Think critically and strategically to solve problems and enhance effectiveness.
Dynamically sense the environment	Listen to and understand the needs of others in your work environment.
Deliver on high leverage areas	Pursue with tenacity the high leverage priorities that are essential to your work and agency.
Build capability	Actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of the public service	Display and embody the spirit of public service in all your decision making, interactions and professional activities.
Lead adaptively	Continually learning and adjusting your approach to be effective in the changing work environment.

Job related requirements

The selection process assesses applications against the following job related requirements and expected behaviours of the position. The process also considers the needs of the Office and availability of suitable applicants.

Essential

- 1. Demonstrated 'Personal Leadership' behaviours, manages themselves to deliver specific tasks that make a difference.
- 2. Knowledge of and/or experience in the provision of service desk support for business applications.
- 3. Knowledge of and/or experience in testing applications.
- 4. Experience in delivering training for software applications.

Special requirements/equipment

Appointment is subject to a satisfactory National Police Clearance.

Certification

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

Executive Director Corporate Services

Signature: _____ Date: _____

HR certification
date: April 2026