



Information Communication Technology (ICT) Support Officer

School of Special Education Needs: Disability

Position number	00047430
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 3
Reports to	Coordinator - Consulting Teacher Service (School Administrator Level 3)
Direct reports	Nil

Context

Information about the School of Special Education Needs: Disability (SSEN:D) is available on [Schools Online](#) or via oneclassroom.wa.edu.au.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Maintain the school's Information Communication Technology (ICT) systems and equipment across multiple sites to maximise both educational and administrative outcomes, including developing solutions to identified problems.
- Provide training, advice and support to staff on ICT, software applications and access to systems and resources.
- Research and identify appropriate ICT hardware, software and infrastructure and other system enhancements and implement new systems and ICT upgrades.
- Provide user and network support as required and remotely support SSEN:D metropolitan and regional sites, including updating internal user systems access, roles and information and system permissions.
- Ensure integrity of educational and administrative data through implementation and maintenance of data security strategies.
- Liaise with Department of Education ICT Support to resolve hardware, software and network related issues.
- Coordinate administration and support of telephones, mobile telephones and other portable electronic devices across multiple sites.
- Assist in customisation and adaptation of existing programs to meet users' requirements, including software and hardware installation.

- Establish and undertake regular housekeeping procedures, including recordkeeping, asset management and data backup, distribution and retention on various storage devices.
- Liaise with vendors, service providers and other external and internal stakeholders for provision of services and resolution of issues.
- Coordinate the acquisition, deployment and recording of ICT equipment.
- Research and support the integration of ICT and Assistive Technology devices and software by SSEN:D students in different school networks and ICT settings.
- Establish and maintain effective working relationships, collaborating with internal and external stakeholders to provide and source information.

Selection criteria

1. Demonstrated knowledge and experience maintaining and managing network systems.
2. Demonstrated sound analytical and problem-solving skills and the ability to identify appropriate solutions.
3. Demonstrated organisational skills, including the ability to meet deadlines and identify priorities.
4. Demonstrated verbal, written and interpersonal communication skills, including the ability to maintain effective working relationships with internal and external clients.
5. Demonstrated practical experience in developing and implementing user-training procedures.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 24 July 2025
Reference Document