

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced	
Group:	Schools	Effective Date of Document 23 February 2017
Region:	Education Regions	
School:	Schools	

THIS POSITION	
Title:	Technical Support Officer
Classification:	Level 2
Position No:	Generic
Positions under direct responsibility: Nil	

REPORTING RELATIONSHIPS		
TITLE:	Principal	
LEVEL	Various	
POSITION NUMBER	Various	
TITLE	Manager Corporate Services	
LEVEL	Various	
POSITION NUMBER	Various	
This position and the positions of:		
Title	Level	Position Number
Various		

TITLE	CLASSIFICATION	POSITION NO	EFFECTIVE DATE
Technical Support Officer	Level 2	Generic	23 February 2017

CONTEXT

The Department of Education is Western Australia's largest employer with approximately one third of the Government workforce in some 800 worksites across the State. The Department's annual budget is approximately \$4.5 billion.

The major objectives of the Department are to achieve excellence in the public school system and to provide access for all Western Australian students to a quality education irrespective of their background or geographical location.

The Department is committed to achieving these objectives by:

- attracting and retaining a highly skilled and capable workforce
- supporting all learners to achieve their full potential, including those with special educational needs and interests
- ensuring all public schools maintain excellence in the quality of education and the teaching and learning environment.

The principles underpinning the Department's objectives for the public school system in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

The Department operates within a framework of principles and values that are applied in all decision-making contexts. These are:

- a culture of learning and excellence
- an expectation of accountability and action
- a commitment to partnerships, professional collaboration and stakeholder involvement
- an environment in which diversity, care and equity are valued.

Further context about the particular school or college in which the vacancy is being advertised is available on the Department's website. Please visit <http://www.det.wa.edu.au/schoolsonline/home.do> and enter the school or college name in the *Find a School* field.

TITLE	CLASSIFICATION	POSITION NO	EFFECTIVE DATE
Technical Support Officer	Level 2	Generic	23 February 2017

ROLE

The Technical Support Officer:

- assists in maintaining Information Technology systems and equipment through the school, including developing solutions to identified problems
- provides training, advice and support to staff and students on desktop and software applications
- researches and identifies appropriate software packages and other resources
- assists with the installation and upgrading of Information Technology systems
- maintains accurate records of assets.

OUTCOMES

1. Information Technology systems and equipment throughout the school are maintained in accordance with Departmental guidelines and policies.
2. Training, advice and support in the use of systems is provided to staff.
3. Systems are enhanced and new systems are implemented by researching and identifying appropriate software and other resources.
4. Accurate records of Information Technology assets and resources are maintained.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated verbal, written and interpersonal communication skills with the ability to liaise effectively with staff at all levels.
2. Demonstrated conceptual and analytical skills, including the ability to develop innovative solutions to information technology problems.
3. Demonstrated ability to install and maintain network systems incorporating the Internet and Electronic Mail.
4. Demonstrated organisational skills to develop effective administrative practices and the initiative to work with minimum supervision.

TITLE Technical Support Officer	CLASSIFICATION Level 2	POSITION NO Generic	EFFECTIVE DATE 23 February 2017
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ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

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

ENDORSED

DATE 23 February 2017
TRIM REF # D17/0073094