

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

Public Sector Management Act 1994	Salaries/Agreement/Award Education Department Ministerial Salaries, Allowances and Conditions Award 1983, School Support Officers (Government) General Agreement 2014 or as replaced	
Group:	Schools	Effective Date of Document 28 September 2017
Region:	Education Regions	
School:	Schools	

THIS POSITION

Title: Network Support Officer

Classification: Level 3

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
Network Support Officer	Level 3	Generic	28 September 2017

CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45,000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing Secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations 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.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/web/our-organisation/home>.

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 Network Support Officer	CLASSIFICATION Level 3	POSITION NO Generic	EFFECTIVE DATE 28 September 2017
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ROLE

The Network Support Officer:

- maintains the school's Information Technology network to maximise both educational and administrative outcomes, within the Departmental asset management and security regulatory framework
- provides advice to administration staff on technical issues associated with the network system
- provides input on system enhancements and implements new systems through research and identification of appropriate Information Technology resources
- provides technical support and training to all users throughout the school including desktop and software application and access to systems and resources
- works within the framework and understandings established by the Learning with Information and Communications Technologies (ICT)
- ensures the integrity of educational and administrative data through the implementation and maintenance of data security strategies
- liaises with Department of Education ICT Support to resolve hardware, software and network related issues
- participates in a range of support networks.

OUTCOMES

1. Information technology resources and networks are maintained effectively and efficiently to maximise educational and administrative outcomes.
2. Information technology assets are maintained in accordance with Departmental asset management and security policies and procedures.
3. Data security strategies are implemented and maintained to ensure the integrity of data stored on the worksite's networks.
4. Information technology resources are identified and researched to support system enhancements and the implementation of new systems.
5. User liaison is undertaken to support access to network applications and relevant advice on the operation of the Information Technology networks is provided.
6. Effective training is provided to users to support the implementation of technology consistent with the schools information and communication technology plan.

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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 knowledge of network systems and platforms relevant to the operating environment.
2. Demonstrated analytical and problem-solving skills relevant to the operational maintenance of Information Technology networks.
3. Demonstrated organisational skills, including the ability to plan and implement data security procedures.
4. Demonstration verbal, written and interpersonal communication skills, including the ability to maintain effective working relationships with both internal and external clients.
5. Demonstrated practical experience in developing and implementing user-training procedures.

ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- hold or obtain 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 28 September 2017
TRIM REF # D17/0409296