



## Technical Support Officer

Complex Cases: Reporting, Monitoring and Placement

<b>Position number</b>	00039526
<b>Agreement</b>	<a href="#">Public Service and Government Officers CSA General Agreement 2017</a> (or as replaced)
<b>Classification</b>	Level 4
<b>Reports to</b>	Principal Advisor (School Administrator – At Substantive Level)
<b>Direct reports</b>	Nil

### Context

The Statewide Services Division is responsible for the central portfolios that deliver support services to students and schools across the State to improve educational outcomes for all students. This includes ensuring there is state-wide integration of support to schools and students, providing policy advice, allocating resources, and monitoring programs and services to ensure high standards.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

### Key responsibilities

- provides technical direction, advice and support to Departmental staff in relation to system functionality, processes and protocols, relevant online courses and resources
- provides technical and system advice to school administrators in relation to compliance reporting protocols and procedures
- monitors compliance with and completion of relevant mandatory online courses by all public schools personnel
- liaises with and provides technical advice to internal and external stakeholders in relation to online courses, policies, programs and associated reporting matters
- coordinates, and collates highly confidential and sensitive information and data received by the Department relevant to this position
- undertakes research, investigation and analysis of projects, professional learning outcomes, expenditure and compliance outcomes
- provides statistical reports and/or presentations of findings to key stakeholders
- provides executive support to senior officers, including preparation and coordination of correspondence, information guides and briefing notes, scheduling and planning travel, meetings and professional learning

- administers and monitors financial expenditure against budgetary provision, prepares summary financial reports and provides detailed input to the preparation and management of program and reporting budgets
- coordinates all school online incident notifications data and monitors compliance with policy and legislation
- assists with the preparation of materials, presentations and interactive audience exercises
- initiates and supports innovative use of technology for regional and remote access to professional learning and support
- designs, develops and uploads resources on the Department's website.

### **Selection criteria**

1. Demonstrated proficiency in providing administrative services, including experience in technical systems and databases support, executive services and administering and reporting on financial systems and budgets.
2. Demonstrated well developed research, conceptual and analytical skills, including experience in managing complex and/or sensitive data to identify trends and issues.
3. Demonstrated well developed written communication skills and the ability to prepare correspondence, briefing notes and guidelines.
4. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with people at all levels and to work effectively in a team environment.
5. Demonstrated well developed organisational and time management skills with the ability to deliver outcomes on schedule.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

### **Certification**

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

### **ENDORSED**

Date            29 April 2019  
Reference    D19/0177259