



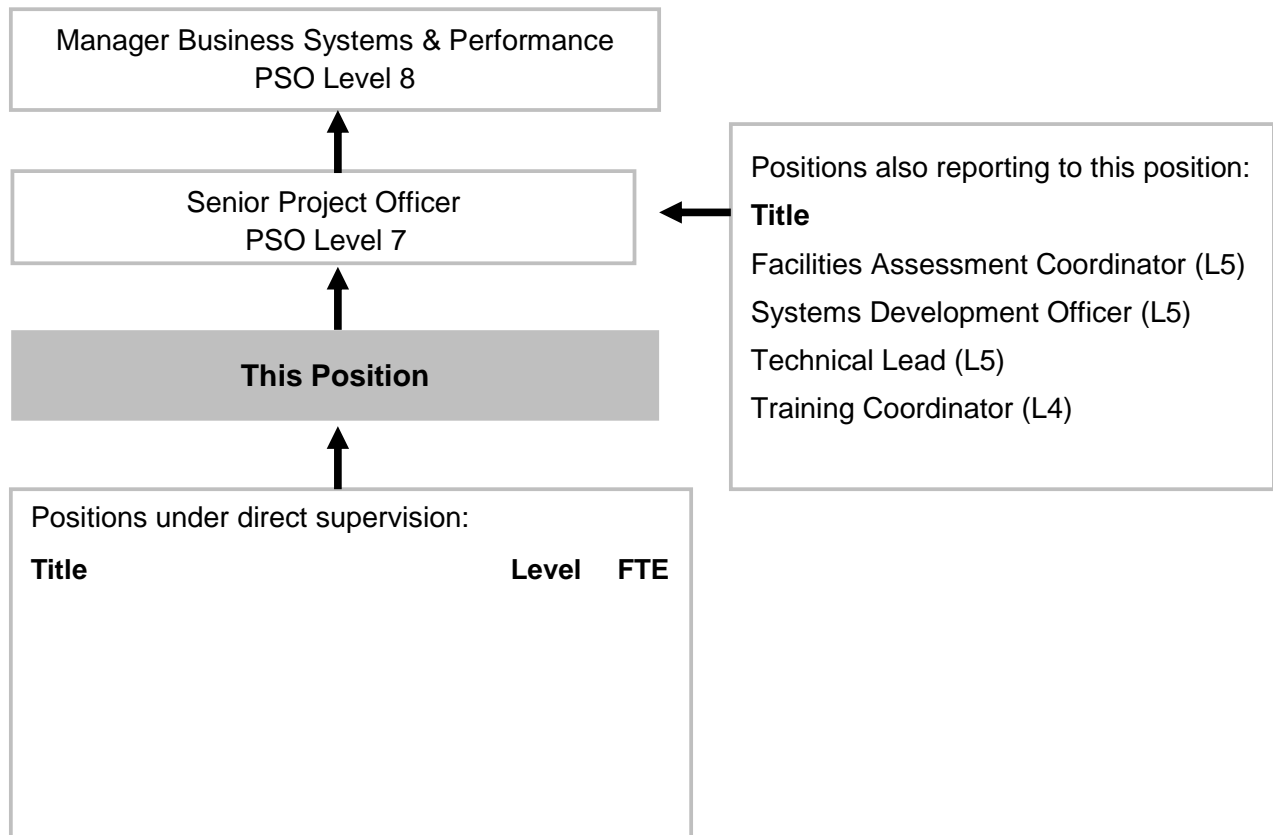
Job Description Form

TECHNICAL SUPPORT OFFICER

Public Service and Government Officers General Agreement: PSO Level 4
 Position Numbers 00014831

Effective Date of Document: 20 August 2019

Reporting Relationships



Key Responsibilities

Participates in the Dental Health Services (DHS) Electronic Dental Record project and provides ICT technical support, configuration, testing and installation at DHS sites throughout WA.

Brief Summary of Duties (in order of importance)

1. Systems Design and Administration

- Provides systems administration services including security, disaster recovery and maintenance of networks and central computer systems for Dental Health Services.
- Evaluates new information technology infrastructure (including software, network and telecommunications equipment, workstations and printers).
- Assists with the purchase of information technology facilities.
- Assists in the planning and design of Dental Health Services' computer networks and infrastructure.
- Performs maintenance and upgrade of information systems within Dental Health Services.

2. Technical Support

- Undertakes configuration and installation of computers, network, telecommunication and peripheral equipment.
- Provides technical support including the rectification of complex system, network and application problems.
- Provides detailed instruction on the technical operation of systems to support staff.

3. Information Systems Development

- Analyses the user requirements of information systems and networks.
- Assists with the development of standards, protocols, programs and configurations to meet Dental Health Services requirements.
- Conducts detailed testing and quality assurance of information systems.
- Compiles documentation on the technical operation of information systems along with policies and procedures for their use.
- Develops and conducts user education and training for new systems in use within Dental Health Services, as required.

4. DHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment.
- Participates in an annual performance development review.
- Has an understanding and fulfils National Safety and Quality Health Services Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to patient care, staff knowledge or the consumers experience that align with actions described within the standard.
 - Participating with the development, implementation, reporting and monitoring of DHS activities.
 - Ensuring records and statistics are kept in accordance with established procedures.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health and Dental Health Services Policies and Procedures including the relevant Occupational Safety and Health legislation, Equal Opportunity legislation and WA Health Code of Conduct.

5. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in the providing ICT technical support in a large complex environment.
2. Well-developed verbal and written communication skills.
3. Detailed technical understanding of computer hardware, operating systems and networks.
4. High level analytical and problem solving skills.
5. Extensive technical knowledge of MS Windows based PCs.
6. Good interpersonal skills.
7. Current driver's licence.

Desirable Selection Criteria

1. Tertiary qualification, or significant progress towards a tertiary qualification in an information systems related field.
2. Demonstrated programming experience.
3. Demonstrated experience in systems administration of UNIX and MS Windows.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Criteria

- Evidence of current and valid driver's licence.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Glen Walker		or	HE06098	30 / 04 / 19
Manager / Supervisor Name	Signature		HE Number	Date
				/ /
Dept. / Division Head Name	Signature		HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

		or		/ /
Occupant Name	Signature		HE Number	Date

Registration Details (to be completed by HR)

		or		/ /
Position Title	Signature		HE Number	Date

HSS Registered Date: 20 August 2019