



# TECHNICAL SUPPORT OFFICER

## POSITION DESCRIPTION FORM

**Region / Portfolio / Directorate:**

Business Information Systems

**District / Branch:**

Office of the CIO

**Work Unit:**

Digital Policing Program

**Position Description Number:**

Generic 529

**Rank / Level / Band:**

Level 4

### Employment Conditions

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Industrial Agreement/Award: Current PSA, PSGOGA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

### Position Objective

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Provides Agency wide Information Technology and Information System requirements for the Western Australia (WA) Police Force, by overseeing and coordinating the technical activities that ensure the availability and responsiveness of the organisation's digital capabilities on an ongoing basis.

### Role of Work Unit

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The Digital Policing Program is responsible for the delivery of a range of digital capabilities as part of the modernisation of Policing in WA.

### Reporting Relationships

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This position reports to:

- Project Manager, Level 6

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## **Key Accountabilities**

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### **1. Operations Support (50%)**

- 1.1 Responsible for coordinating the installation of computer assets, their ongoing tracking, maintenance and disposal in a heterogeneous environment.
- 1.2 Responsible for ensuring appropriate support agreements are in place and maintained for software and hardware.
- 1.3 Responsible for the design and implementation of various processes and procedures to manage hardware and software lifecycles.
- 1.4 Participates in the evaluation of software and technologies.

### **2. Quality Assurance (20%)**

- 2.1 Responsible for the development and implementation of quality assurance standards applicable to the Operations function.
- 2.2 Conducts quality assurance tests as required on operational systems, documentations and procedures.
- 2.3 Responsible for the design and maintenance of operational processes and procedures.
- 2.4 Implements strategies to ensure the highest possible level of service delivery to satisfy the needs and expectations of customers and to minimise complaints against the Agency.

### **3. Production Failure Analysis (15%)**

- 3.1 In conjunction with internal and external support providers, ensures computer systems are available and operating at optimal levels twenty four hours a day, seven days a week.
- 3.2 Reviews production failures and develops plans to avoid problem recurrence.
- 3.3 Liaises with support and operational personnel on production failures.

### **4. Contract Management (10%)**

- 4.1 Manages the Agency's hardware and software contracts on an on-going basis.
- 4.2 Participates in the negotiation and establishment of new support contracts.
- 4.3 Builds and sustains positive relationships with software and hardware vendors, maintenance personnel, environmental systems support personnel and support providers.

### **5. Other (5%)**

- 5.1 Understands and complies with information security policies and procedures to mitigate areas of information security risk by ensuring the integrity, confidentiality, availability and security of information holdings/systems
- 5.2 Undertakes other duties as directed.

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## Work Related Requirements

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### Essential

### Context in which work related requirements will be applied and or general standard expected.

Equipment/system management

Ability to manage equipment and software cycles by coordinating the installation, maintenance and disposal of computer equipment within a diverse and changing environment.

Contract support

Ability to establish and maintain support contracts for software and hardware ensuring all critical hardware and software is covered by appropriate support agreements.

Quality assurance

Knowledge of quality assurance concepts and principles Participates in the development and implementation of standards.

Communication

Presenting messages in a clear, concise manner. Focusing on key points and using appropriate language. Understanding the audience and tailoring communication style and message accordingly. Building and sustaining positive relationships with personnel, clients and external service suppliers.

### Desirable

- Experience in project management.
- Experience with IT Infrastructure Library or a similar process methodology.

## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Certification

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

Position Title and Work Unit	Name	Date
Workforce Reporting Officer Organisational Design & Analysis	Amber Raisbeck	25/09/2019
Project Manager Digital Policing Program	A/Inspector Darren Henstock	25/09/2019