



## Technical Support Officer

Busselton Senior High School

<b>Position number</b>	00040604
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services
<b>Direct reports</b>	Nil

### Context

Information about Busselton Senior High School is available on [Schools Online](#).

For further information about the Department, please visit: [education.wa.edu.au](http://education.wa.edu.au).

### Key responsibilities

- Assist in maintaining the school's Information Technology systems and equipment including liaising with technical staff of Cloud service providers.
- Develop solutions to identified ICT problems.
- Provide advice and support to staff and students on desktop and software applications.
- Research and identify appropriate software packages and other resources.
- Assist with the installation and upgrading of Information Technology systems.
- Maintain accurate records of Information and Technology assets and resources.

### Selection criteria

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 understanding of Cloud service provider support.
4. Demonstrated ability to identify and resolve issues with network connectivity and infrastructure.
5. Demonstrated organisational skills to develop effective technology business processes and the initiative to work with minimum supervision.
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## Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 6 August 2020  
Reference D20/0401762