



Network Support Officer Alternative Learning Settings

Position number	00041476
Agreement	Public Sector CSA Agreement 2019 , or as replaced
Classification	Level 3
Reports to	Associate Principal
Direct reports	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 closely collaborating with regions to ensure there is a state-wide integration of support to schools and students delivered through regional networks, providing policy advice, allocating resources, and monitoring programs and services to ensure high standards.

The Alternative Learning Settings (ALS) program was established in early 2019 to target a cohort of students who had demonstrated signs of physical aggression and would benefit from a short-term, intensive intervention program. The ALS program delivers specialised activities and learning programs that build students' social skills and self-regulation abilities in environments designed to effect positive and lasting change in their behaviour. The program has the capacity to provide access to specialists such as paediatricians, clinical psychologists or consultation with psychiatrists. Each setting accommodates up to 10 students at any time who are provided with an intensive, individualised program of support while they continue their education. There is a strong focus on developing students' social skills and ability to self-regulate.

There are currently a number of ALS sites located in the metropolitan and regional areas of Western Australia (WA) and the initiative will be expanding over the next two years, resulting in an additional eight ALS sites across the state.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Maintain the Information Technology (IT) network at ALS sites to maximise both educational and administrative outcomes, within the Departmental asset management and security regulatory framework.
- Provide advice to administration staff on technical issues associated with the network system.
- Provide input on system enhancements and implements new systems through research and identification of appropriate IT resources.
- Provide technical support and training to all users throughout ALS sites including desktop and software application and access to systems and resources.
- Ensure the integrity of educational and administrative data through the implementation and maintenance of data security strategies.
- Liaise with Department of Education Information and Communication Technologies Support to resolve hardware, software and network related issues.
- Participate in a range of support networks.

Selection criteria

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. Demonstrated 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 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 22 June 2021
Reference D21/0344210