



## Administrative and Technical Support Assistant

### Professional Capability

<b>Position number</b>	00036256
<b>Agreement</b>	<a href="#">Public Sector CSA General Agreement 2021</a> (or as replaced)
<b>Classification</b>	Level 2
<b>Reports to</b>	Principal Consultant – Professional Capability (Level 7)
<b>Direct reports</b>	Nil

#### Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12 to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner, preparing them for future success.

Statewide Services provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most. It encompasses both school and system-facing service delivery. While it primarily exists to support schools, it also has an important system-facing role supporting strategy and policy development.

Professional Capability drives the ongoing development of our school facing workforce. Its purpose is to build professional capability to improve student achievement by enabling teaching and leadership excellence.

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

#### Key responsibilities

- Assist in the installation, maintenance and support of information and communication technology (ICT) systems and services, including PCs, printers, network hardware, telephone systems and software.
- Maintain ICT resources and assets register in accordance with Departmental security policies and procedures.
- Assist in the deployment of new, or disposal of obsolete, ICT hardware and software.
- Assist in updating the Leadership Institute's Learning Management Systems.

- Assist staff in the use of technology in workshop presentations.
- Provide clerical and administrative support to the work unit, including basic research.
- Coordinate Institute programs, including maintaining the enrolment system, organising workshops and preparing workshop materials.
- Coordinate catering for professional learning programs.
- Assist with travel arrangements, including preparing travel documents and booking flights and accommodation.
- Assist with preparing the budget, payment of accounts, credit card reconciliation, monitoring expenditure and preparing reports, as required.

### **Selection criteria**

1. Demonstrated experience in the support of information and communication technologies, including supporting PCs, printers, telephones, tablets and associated hardware and software.
2. Demonstrated well developed conceptual and analytical skills within the information technology field, including the ability to develop innovative solutions to information technology problems.
3. Demonstrated sound organisational skills with the ability to use initiative and work independently and as part of a team.
4. Demonstrated experience in clerical and administrative duties.
5. Demonstrated sound written, verbal and interpersonal communication skills with the ability to deal with individuals at all levels.

### **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            16 December 2021  
Reference    D21/0783626