



Information Communication Technology (ICT) Support Officer Churchlands Senior High School

Position number	00027764
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 3
Reports to	Manager Technology and Communications (Level 5)
Direct reports	Nil

Context

Churchlands Senior High School is an Independent Public School that enjoys an outstanding reputation for its academic, sporting and cultural achievements. The Gifted and Talented music program is regarded internationally as one of excellence and has outstanding facilities to support over 300 music students. The school also enjoys a reputation of excellence in sports, regularly holding both A Grade Swimming and Athletics championships.

The school aims to develop a school community which encourages personal, social and environmental responsibilities.

The school is committed to providing a caring and supportive environment that challenges students to achieve personal excellence in all endeavours and to be active citizens of the local and global community.

The school has developed policies, procedures and programs that support its vision for the future. Of particular note is the Churchlands Art of Teaching program which involves reflective practice to improve teaching and learning.

Staff at Churchlands Senior High School maintain significant programs, including community service programs such as the 24 hour walk, after-school sports, after-school study classes and a large number of international study, sporting and cultural tours.

For further information about Churchlands SHS visit <http://www.churchlands.wa.edu.au/>.

[Visit Here for our School Virtual Tour](#)

For further information about the Department of Education, please visit education.wa.edu.au.

Key responsibilities

- Maintain the Local Area Network, Virtual Local Area Network, Wide Area Network, secure wireless, routing, switches, telecommunications and network devices.
- Maintain the connectivity of classrooms to these networks ensuring optimum network performance and prevention of network degradation.
- Maintain all server software, resolving issues unsupervised in a timely manner.
- Maintain change request for firewall configuration enabling correct ports to be opened and others secured, liaising with Department and other personnel to ensure appropriate security.
- Maintain and develop scripts to automate tasks.
- Maintain and enhance the existing environment, including the school's website as required.
- Maintain and update the administrative system, including disaster recovery and updating of patches.
- Assist in the deployment of secure parent information, involving the addition, configuration and maintenance of additional user accounts.
- Troubleshoot and enhance the school's teaching and learning portal which encompasses the electronic absentee system and integration of instant messaging to caregivers and with the school's administrative system.
- Maintain and analyse the school network activity taking appropriate action in a timely manner.
- Provide assistance to staff with the Notebooks and Office 365.
- Maintain and enhance existing monitoring practices and ensures all stakeholders adhere to Departmental and school policies and guidelines.
- Modify and create written documentation on system processes utilised within the school.
- Provide technical support and training to all users throughout the school, including desktop and software application and access to systems and resources.

Selection criteria

1. Demonstrated knowledge and experience maintaining and managing network systems.
2. Demonstrated sound analytical and problem-solving skills and the ability to identify appropriate solutions.
3. Demonstrated organisational skills, including the ability to meet deadlines and identify priorities.
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 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 29 November 2022
Reference D22/0840494