



Network Support Officer Schools

Position number	Generic
Agreement	Department of Education (School Support Officers) CSA General Agreement 2019 , or as replaced
Classification	Level 3
Reports to	Manager Corporate Services (Various)
Direct reports	Nil

Context

Information about the particular school or college in which the vacancy is being advertised is available on [Schools Online](#). For further information, please visit: education.wa.edu.au.

Key responsibilities

- Maintain the school's Information Technology network 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 Information Technology resources.
- Provide technical support and training to all users throughout the school including desktop and software application and access to systems and resources.
- Work within the framework and understandings established by the Learning with Information and Communications Technologies (ICT).
- Ensure the integrity of educational and administrative data through the implementation and maintenance of data security strategies.
- Liaise with Department of Education ICT 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 4 October 2019
Reference D19/0429597