Our Purpose
To provide safe, customer-focused, integrated and efficient transport services.

Position Title Network Support Officer	**Level** 4	**Position Number** 36496, 36497 (Nominated)
Division/Directorate Operational Systems and Technology	**Branch/Section** Network and Security Operations	
Effective Date January 2023	**Health Task Risk Assessment Category** 3	

Reporting relationships

Superordinate: Network Operations Centre Team Leader, Level 7
Subordinates: No Direct Reports

Key role of this position

Ensures all aspects of the network and related services, availability, performance, installation and maintenance, meets customer's needs in an effective and efficient manner.
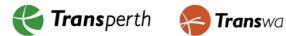
Core duties and responsibilities

Business Improvement
- Assist with analysing performance and availability of the Public Transport Authority's (PTA) IT Systems and Services, identifies problem areas, proposes and implements solutions to enhance these IT Systems and Services.
- Ensures knowledge sharing is embraced and practiced within the team.
- Keeps abreast of computing trends and technologies, particularly in regard to Ethernet network systems.

Operational Effectiveness
- Manages own tasks, ensuring the service provided is as per PTA requirements.
- Contributes towards the review of working practices, system improvements and guidance documents for the discipline area.
- Contributes to the testing and renewal of continuity plans for the section.
- Assists with, plans and designs, Ethernet network systems ensuring appropriate documentation is maintained.
- Proactively monitors and reports the availability and performance of Ethernet network systems.

Service Delivery
- Works in accordance with strategies, Service Level Agreements and Operational Level Agreements.
- Contributes to the development of strategies, Service Level Agreements and Operational Level Agreements.
- Develops and sustains strong effective working relationships with colleagues, customers and clients.
- Manages the day to day administration and operation of Ethernet network systems, including the installation and maintenance of Ethernet switches and routers, firewalls, IP telephony systems and associated cable infrastructure.
- Provides support to internal and external staff and customers.

Project Delivery and Support
- Assist with the preparation of project documentation for new technology systems or improvements to current systems.

Other Duties
- Represents the Branch and/or manager at meetings as required.
- Other duties as directed.

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SELECTION CRITERIA

1. Core Competencies
- Demonstrated experience in planning, installing, maintaining and supporting hardware and software for Ethernet network systems including:
  - o Cisco Catalyst and Nexus switches, Cisco routers, Cisco wireless Ethernet infrastructure, Checkpoint firewalls, Cisco IP telephony, Cisco fibre-channel switching, F5 load balancing in a web hosting environment, and; associated optic fibre, cabling and rack infrastructure.
- knowledge of network operating systems including Windows and Linux and services including DNS, DHCP, Internet domain and IP address management.

2. Communication and Interpersonal
- Well-developed communication skills (written, verbal and interpersonal) including the ability to develop team skills and to develop a rapport with internal and external stakeholders.

3. Conceptual, Analytical and Problem Solving
- Some conceptual and analytical skills, including the ability to analyse information and data and provide reports relating to the findings.
- Problem solving and troubleshooting skills relevant to an enterprise computing environment.

4. Organisation
- Organisational skills, including the ability to achieve agreed targets and timelines through effective time management and the ability to work autonomously.

5. Special Requirements
- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Possession of a current National Police Clearance certificate, dated three months or less from the date of application for the position.
- Possession of a current Western Australian 'C' Class Drivers Licence or equivalent. This requirement continues for the duration of employment in this position and from time to time production of the licence on request by the PTA may be required.
- Ability to work extended, unsocial and irregular hours including shift, weekend work and being 'on call' as required.
- Ability to occasionally work and travel in country areas.
- Ability to work at moderate heights.
- Applicants must meet the special requirements shown below within 3 months of appointment to the position. Cancellation of the appointment will occur where an applicant does not meet the special requirements within the agreed period of time.
  - o Individual Access (IA) Track Access Permit.

Certification

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

Managing Director / Executive Director / General Manager

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Signature

…………………………………………..
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

…………………………………………..
Signature

…………………………………………..
Date