



Computer Operations Officer Information Systems

Position number	00026147
Agreement	Public Sector CSA Agreement 2022 (or as replaced)
Classification	Level 4
Reports to	Manager, Information Systems (Level 8)
Direct reports	Nil

Context

The School Curriculum and Standards Division provides administrative and secretariat services for, and implements the decisions of the School Curriculum and Standards Authority (the Authority). The Authority provides quality curriculum, assessment and standards to enable all Western Australian students to become confident, creative learners and active, informed citizens who contribute positively to society.

The Examinations, Certification and Testing (ECT) Directorate is responsible for:

- implementing the logistics for the delivery of Australian Tertiary Admission Rank (ATAR) course examinations
- implementing the logistics for the delivery of Externally Set Tasks (EST)
- developing and maintaining strategies to acknowledge student performance, including the development of online exam structures
- designing, implementing and evaluating educational measurement activities in Years 11 and 12, including the moderation of external assessment activities
- implementing the logistics for the delivery of National Assessment Program - Literacy and Numeracy (NAPLAN) across Western Australia
- designing, developing and analysing tests, and implementing the logistics for the delivery of the literacy and numeracy assessments of the Online Literacy Numeracy Assessment (OLNA)
- ensuring that data is of the highest integrity and that it is collected, assured, analysed and reported within all required timelines
- ensuring that there is a strong interface between schools and the Authority for the purpose of data transferal
- managing all reporting requirements for the Authority and assuring the efficacy of any data reported to stakeholders.

Visit scca.wa.edu.au to find out more information about the School Curriculum and Standards Authority.

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

Key responsibilities

- Coordinate and maintain information technology (IT) help desk services, including resolving computing and communication issues for staff and maintaining records within the help desk systems and databases.
- Maintain the Division's Microsoft 365 Teams, Cisco WebEx and Internet Telephony systems.
- Coordinate the maintenance of the Division's video conferencing equipment and provide personalised video conferencing support to staff.
- Liaise with internal and external clients to resolve computing and communication issues.
- Install and configure upgrades to the Division's devices, including IT hardware, software and applying computer Operating System patches, ensuring upgrades support the personal computer (PC) standard operating environment.
- Provide technical input and recommendations to the Senior Consultant, Computer Systems and Network, in the purchase of new IT systems and equipment, including evaluation, testing and implementation of new system technology as required.
- Assist in purchasing of IT equipment, software, licenses and hardware in consultation with the Principal Consultant, School Curriculum and Standards.
- Implement software changes to the PABX systems, including the setup of new phone extensions and cabling.
- Organise and undertake disposal of IT hardware and liaise with common use agreement providers to ensure data is destroyed in accordance with legislative requirements and accepted protocols.
- Implement and monitor the Division's computer virus protection scheme, assist with maintenance of security firewalls and keep staff updated on impacting issues ensuring adherence to security procedure.
- Undertake the backup of data and virtual machine files and ensure data is restored in accordance with established procedures, including internal record keeping, documentation of daily and weekly back up processing for access by the Manager, Information Systems, for disaster recovery planning.
- Liaise with offsite storage facilities to organise storage of data, including negotiations on pricing and management of ongoing costs and the security space required.
- Maintain a current knowledge of IT products and contribute to internal IT standards, processes and procedures.
- Develop training material and provide advice and training to staff on use of and access to IT related equipment.
- Coordinate system processing for the annual ATAR course examinations, ensuring reports and documentation are provided in an accurate and timely manner.
- Participate in an on call after hour's roster to provide support to relevant systems during the ATAR exam period.
- Provide back up IT help desk support for external clients pertaining to the student record management system, online markers collection and student portal.
- Maintain effective records and relevant information databases in accordance with the Department's record keeping policy.

Selection criteria

1. Demonstrated skills and experience in systems administration and the control and support of personal computers, systems software (including Microsoft Teams 365 and Cisco WebEx), Internet Telephony systems and related hardware in a network environment.
2. Demonstrated well developed oral, written and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels.
3. Demonstrated well developed organisational skills, including the ability to deliver outcomes on schedule.
4. Demonstrated well developed problem solving skills in the context of a computing environment

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 12 April 2023
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