



Job Description Form

Our Purpose

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

Position Title

Operational Systems Support Officer

Level

4

Position Number

34836, 34837, 36804
(Nominated)

Division/Directorate

Information Management and Operational Systems

Branch/Section

Operational Technology

Effective Date

August 2023

Health Task Risk Assessment Category

4

Reporting relationships

Superordinate: Operational Systems Team Leader, Level 6

Subordinates: No Direct Reports

Key role of this position

Ensures the availability, operation, installation and maintenance of operational infrastructure, to meet customer needs in an effective and efficient manner.

Core duties and responsibilities

Business Improvement

- Analyses performance and availability of the Public Transport Authority's (PTA) IT Systems and Services, identifies problem areas, and proposes and implements solutions to enhance these IT Systems and Services
- Supports others by knowledge sharing within the team.
- Provides guidance to others as required.
- Keeps abreast of computing trends and technologies, in particular Windows, VMware and operational Systems such as enterprise CCTV.

Operational Effectiveness

- Contributes towards improving processes and practices within the Branches.
- Contributes towards the review of working practices, system improvements and guidance documents for the discipline areas.
- Contributes to the testing and renewal of continuity plans for the section.
- Provides technical and maintenance support of Windows, VMware and UNIX operating systems.
- Monitors and reports the availability and performance of operational infrastructure including CCTV.
- Assists with managing, maintaining and programming current analogue and digital CCTV hardware and software.
- Assists with server management and support documentation creation for new servers and ensures it is kept up-to-date for existing servers.
- Monitors the availability and performance of operational servers and systems, including PC security and assisting with data storage capacity across all platforms.

Service Delivery

- Works in accordance with strategies, Service Level Agreements and Operational Level Agreements.
- Assists with managing the day-to-day administration and operation of operational servers and systems, including the installation and maintenance of security patches, agents and software.
- Develops and sustains effective working relationships with colleagues, customers and clients.
- Installs, maintains and supports operational hardware, software and associated datacentre infrastructure.
- Provides support to internal and external staff and customers.
- Manages customer relations with clients involving software access, usage and availability.

Project Delivery and Support

- Provides input into the preparation of project documentation for new technology systems or improvements to current systems.
- Provides technical expertise on PTA technology projects as required.

Other Duties

- Represents the Branch at meetings as required.
- Other duties as directed.

SELECTION CRITERIA

1. Core Competencies

- Considerable recent experience in a technology role managing operational systems and infrastructure.
- Demonstrated knowledge and experience in:
 - The installation, administration and problem resolution of relevant server, network, information security, operating system and personal computer technologies.
 - Demonstrated problem analysis and support in server administration.
 - Modern network, hardware and software standards.

2. Communication and Interpersonal

- Good communication skills (written, verbal and interpersonal) including the ability to develop a rapport with internal and external stakeholders.

3. Conceptual, Analytical and Problem Solving

- Good conceptual and analytical skills, including the ability to analyse information and data and provide reports relating to the findings.

4. Organisation

- Good 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.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.
- Ability to occasionally work extended hours and unsocial hours be 'on call' when required.
- Ability to occasionally work and travel in country areas.
- Ability to work at moderate heights.
- 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.
- 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.
 - PTA 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

.....
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