



Technical Support Officer

Byford Secondary College

Position number	00042500
Agreement	Department of Education (School Support Officers) CSA Agreement 2019 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about Byford Secondary College is available on [Schools Online](#).

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

Key responsibilities

- Provide first level and second level support for Information Communications Technologies (ICT) systems and services.
- Assist in the installation, maintenance and support of ICT systems and services, including windows and macOS devices, printers, iPad, network hardware, telephone systems and software to set specifications.
- Assist in testing and maintaining hardware and software applications according to the department's standard operating environment and adhering to quality management procedures.
- Assist in the deployment of new, or disposal of obsolete, ICT hardware and software.
- Provide assistance to staff and students with respect to the set-up and use of hardware and software applications and devices.
- Undertake research to identify appropriate new software, hardware and other ICT resources and technologies.
- Assist with maintaining the ICT resources and assets register in accordance with departmental security policies and procedures.
- Utilise and maintain a recording system to track and resolve user requests.
- Assist in the preparation and review of ICT procedures and standards.
- Liaise with external service providers for incident resolution of ICT equipment.
- Provide ICT technical support to local primary schools and across learning areas.

Selection criteria

1. Demonstrated skills in providing Information Communications Technologies support, including supporting windows and macOS devices, printers, telephones, mobile devices, tablets and their associated hardware and software.
2. Demonstrated good oral, written and interpersonal communication skills and ability work as part of a team in the delivery of ICT projects and provide high level of customer service.
3. Demonstrated good conceptual and analytical skills, including the ability to develop solutions to information technology problems.
4. Demonstrated ability to use an ICT support incident management, documentation and call logging system.
5. Demonstrated initiative and organisational skills, including the ability to identify priorities and meet deadlines.

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 14 June 2022
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