Technical Support Officer

School of Special Educational Needs: Disability

Position number	00044670
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 2
Reports to	Principal (School Administrator Level 6)
Direct reports	Nil

Context

Information about School of Special Educational Needs: Disability (SSEN: D) is available on Schools Online.

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

Key responsibilities

- Provide first level support for SSEN: D Information Communications Technologies (ICT) systems and services.
- Assist in the installation, maintenance and support of ICT systems and services, including PCs, printers, network hardware, telephone systems and software to set specifications.
- Assist in testing and maintaining hardware and software applications according to SSEN: D'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 Department 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 support for special projects and support across teams.
- Maintain documentation on procedures and processes.

Selection criteria

1. Demonstrated experience in the support of ICT, including supporting PCs, 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 well developed conceptual and analytical skills within the information technology field, including the ability to develop innovative solutions to information technology problems.
4. Demonstrated experience with 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:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter
- 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   1 May 2024
Reference   D24/0303018