



## Network Support Officer Schools

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Department of Education (School Support Officers) CSA General Agreement 2022</a> or as replaced
<b>Classification</b>	Level 3
<b>Reports to</b>	Manager Corporate Services (Various)
<b>Direct reports</b>	Nil

### Context

Information about the particular school or college in which the vacancy is being advertised is available on [Schools Online](#).

To find out more about the Department of Education, please visit [education.wa.edu.au](http://education.wa.edu.au).

### Key responsibilities

- Maintain the school's Information Technology (IT) network to maximise both educational and administrative outcomes, within the Departmental asset management and security regulatory framework.
- Provide advice to administration staff on technical issues associated with the network system.
- Provide input on system enhancements and implements new systems through research and identification of appropriate IT resources.
- Provide technical support and training to all users throughout the school including desktop and software application and access to systems and resources.
- Ensure the integrity of educational and administrative data through the implementation and maintenance of data security strategies.
- Liaise with Department of Education ICT Support when necessary.
- Participate in a range of support networks.

## Selection criteria

1. Demonstrated knowledge of network systems and platforms relevant to the operating environment.
2. Demonstrated analytical and problem-solving skills relevant to the operational maintenance of Information Technology networks.
3. Demonstrated organisational skills, including the ability to plan and implement data security procedures.
4. Demonstrated verbal, written and interpersonal communication skills, including the ability to maintain effective working relationships with both internal and external clients.
5. Demonstrated practical experience in developing and implementing user-training procedures.

## 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 employment.

## Certification

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

## ENDORSED

Date 19 January 2024  
Reference D23/1724215