Information and Communications Technology (ICT) Coordinator

Instrumental Music School Services

Position number	00045149
Agreement	[Department of Education (School Support Officers) CSA Agreement 2022](#) or as replaced
Classification	Level 4
Reports to	Manager Corporate Services (Level 4)
Direct reports	Nil

Context

Instrumental Music School Services (IMSS) collaborates with nearly 500 public schools across Western Australia to enhance students' musical education through practical music-making. Our holistic approach emphasises individual growth and group collaboration, offering a structured curriculum in a variety of instrumental disciplines, including Brass, Classical Guitar, Contemporary Guitar and Bass, Percussion, Strings, Voice, and Woodwind. Students develop creativity, expression, and technical proficiency through weekly lessons and ensemble opportunities.

We believe in integrating music education with the broader school curriculum, enriching academic experiences through artistic development. Our program provides numerous enrichment opportunities, including performances, workshops, and festivals, fostering collaboration and a sense of community among students. Guided by our motto, "Engage Inspire Create", we are dedicated to nurturing a vibrant musical culture and enhancing the cultural fabric of Western Australia.

Information about IMSS is available on [Schools Online](#).

Visit [education.wa.edu.au](#) to find out more information about the Department of Education.

Key responsibilities

- Maintain the school network and provide network administration throughout the school, including user access, changing privileges and password maintenance.
- Ensure software licensing, ICT copyright obligations and other regulations are protected and any breaches are reported and corrected.

- Administer risk management and contingency planning, including the performance of data security, system backup and disaster recovery.
- Implement, configure, manage and maintain school's tier 3 server and tier 3 network which are not supported by central ICT.
- Contribute to strategic planning, implementation and monitoring of the school's new and existing ICT network.
- Liaise with the Department's ICT Support to resolve hardware, software and network related issues.
- Consult and provide input on system enhancements and implement new systems through research and identification of appropriate ICT resources.
- Provide network support when remote access is unavailable. This includes travel to metropolitan and regional sites as required.
- Assist in the customisation and adaptation of existing programs to meet users' requirements, including installing and downloading software.
- Provide training to administration staff in facilities and applications, including self-help instructions.
- Maintain the asset register and replacement schedule for ICT equipment and programs, preparing reports as required.
- Liaise with administrative and technical staff to determine ICT needs and network requirements.
- Check systems in order to optimise performance and to initiate recovery action after system failures.
- Establish and undertake regular housekeeping procedures, including data backup and distribution and retention of data on various storage devices.
- Develop and implement solutions to ICT problems.
- Coordinate system updates including the replacement of outdated software versions.
- Establish working relationships with external software and hardware suppliers to assist in the effective resolution of any network administration issues.

Selection criteria

1. Demonstrated skills and experience in administering and supporting a computer network and server infrastructure across multiple sites.
2. Demonstrated knowledge of hardware, software and other ICT resources including software licensing and copyright obligations and regulations.
3. Demonstrated organisational skills with the ability to work with limited supervision and prioritise duties in a demanding environment.
4. Demonstrated conceptual and analytical skills relevant to computer support.
5. Demonstrated well-developed verbal communication and interpersonal skills with the ability to consult and negotiate with users on issues relevant to network administration.
6. Demonstrated well-developed written communication skills with the ability to develop and implement user-training procedures.

Eligibility and training requirements

Employees will be required to:

- hold relevant tertiary qualifications in a related discipline and/or an equivalent level of skills, knowledge and experience
- 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   19 September 2024
Reference D24/0697043