



## Resource and Information Communication Technology (ICT) Officer

Dianella Secondary Education Support Centre

<b>Position number</b>	00037220
<b>Agreement</b>	Department of Education (School Support Officers) CSA General Agreement 2021 or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services (Level 5)
<b>Direct reports</b>	Nil

### Context

Information about Dianella Secondary Education Support Centre is available on [Schools Online](#).

For further information about the Department of Education, please visit [education.wa.edu.au](http://education.wa.edu.au).

### Key responsibilities

- Record, maintain and process resources and equipment on information management systems and registers.
- Assist in resource and equipment stock-takes and reporting, and undertake processes for disposal of obsolete, surplus or unserviceable resources and equipment.
- Manage the loan pool of ICT resources and equipment.
- Manage resource and equipment storage room to ensure effective allocation of space.
- Prepare resources and equipment for collection.
- Extract data from systems and provide information to senior officers.
- Assist in preparation and monitoring of the budget and purchasing of resources.
- Assist in maintaining Information Technology systems and equipment through the school, including password updates, reimaging laptops and setting up accounts.
- Assist with installation and upgrading of technology, including developing solutions to identify problems.
- Provide training, advice and support to staff and students on desktop and software applications.
- Research and identify appropriate software packages and other resources.

## Selection criteria

1. Demonstrated good verbal, written and interpersonal communication skills and experience in the application of customer service principles and practices.
2. Demonstrated good computer skills and ability to use a range of information management systems and application software packages including databases, spreadsheets and word processing.
3. Demonstrated good conceptual and analytical skills, including ability to develop innovative solutions to problems.
4. Demonstrated initiative and good organisational skills with the ability to prioritise work and work with minimum supervision.

## 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 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
- 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 28 October 2022  
Reference D22/0820020