



Network Administrator

Statewide Services

Position number	00047092
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 4
Reports to	Business Coordinator (Level 5)
Direct reports	Nil

Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12 to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner, preparing them for future success.

Statewide Services provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most. It encompasses both school and system-facing service delivery. While it primarily exists to support schools, it also has an important system-facing role supporting strategy and policy development.

Service Design and Support provides the shared functions and support needed to provide better services to schools. It also coordinates, implements and supports programs, initiatives, and special projects. Its purpose is to provide strategy, policy and program oversight and operational support to Statewide Services.

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

Key responsibilities

- Maintain the site network and provides network administration throughout the site, including user access, changing privileges and password maintenance.
- Ensure software licensing and Information Technology (IT) copyright obligations and other regulations are protected and any breaches are reported and corrected.
- Administer risk management and contingency planning systems, including the performance of data security, system backup and disaster recovery.
- Provide advice on technical issues associated with the network administration.

- Liaise with the Department's IT Support to resolve hardware, software and network related issues.
- Provide input on system enhancements and implements new systems through research and identification of appropriate IT resources.
- 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 personal tuition and self-help instructions.
- Liaise with administrative and technical staff to determine 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.
- Analyse IT problems and develops and implements solutions.
- 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 a computer network and facilitating access to applications.
2. Demonstrated knowledge of hardware, software and other information technology resources including software licensing and Information Technology 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 28 February 2025
Reference D25/0235802