

## Helpdesk and Support Officer

### Information Systems

<b>Position number</b>	00026693
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 3
<b>Reports to</b>	Manager, Information Systems (Level 8)
<b>Direct reports</b>	Nil

### Context

The School Curriculum and Standards Division provides administrative and secretariat services for, and implements the decisions of the School Curriculum and Standards Authority (the Authority). The Authority provides quality curriculum, assessment and standards to enable all Western Australian students to become confident, creative learners and active, informed citizens who contribute positively to society.

The Examinations, Certification and Testing (ECT) Directorate is responsible for:

- implementing the logistics for the delivery of Australian Tertiary Admission Rank (ATAR) course examinations
- implementing the logistics for the delivery of Externally Set Tasks (EST)
- developing and maintaining strategies to acknowledge student performance including the development of online exam structures
- designing, implementing and evaluating educational measurement activities in Years 11 and 12, including the moderation of external assessment activities
- implementing the logistics for the delivery of National Assessment Program - Literacy and Numeracy (NAPLAN) across Western Australia
- designing, developing and analysing tests, and implementing the logistics for the delivery of the literacy and numeracy assessments of the Online Literacy Numeracy Assessment (OLNA)
- ensuring that data is of the highest integrity and that it is collected, assured, analysed and reported within all required timelines
- ensuring that there is a strong interface between schools and the Authority for the purpose of data transferal
- managing all reporting requirements for the Authority and assuring the efficacy of any data reported to stakeholders.

Visit [scsa.wa.edu.au](https://scsa.wa.edu.au) to find out more information about the School Curriculum and Standards Authority.

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

### **Key responsibilities**

- Undertake information technology (IT) help desk services, resolving computing and telecommunication issues for staff, maintaining records within database systems.
- Provide IT help desk support for external clients pertaining to the student record management system, online markers collection, and student portal.
- Liaise with external providers to resolve computing and communication issues as required.
- Provide user access to the local area network, email, intranet, internet and phone access, including the creation of new user logins, email accounts and timely removal of login access as part of exit procedures.
- Install and configure all upgrades to the Authority's devices, including IT hardware and software, ensuring they support the personal computer standard operating environment.
- Assist in the maintenance of the Authority's Equipment Register, ensuring it is accurate and up to date and contains all relevant information relating to IT purchases and equipment.
- When required, assist with the backup of data, virtual machine files and offsite storage facilities, ensuring data is restored in accordance with established procedures. This includes documentation of daily and weekly back up processing for access by the Manager, Information Systems, for disaster recovery planning.
- Maintain a current knowledge of IT products and contribute to internal IT standards, processes and procedures.
- Assist in evaluation, testing and implementation of new system technology when required.
- Monitor the Authority's computer virus protection scheme, keeping staff updated on impacting issues ensuring adherence to security procedures.
- Participate in an on-call after hour's roster to provide support to relevant systems during the ATAR exam period.
- Maintain effective records and relevant information databases in accordance with the Department's record keeping policy.

### **Selection criteria**

1. Demonstrated experience in the control and support of personal computers, systems software and related hardware in a network environment.
2. Demonstrated sound oral and written communication skills and highly developed interpersonal skills.
3. Demonstrated well-developed organisational skills.
4. High level of problem-solving ability in the context of a computing environment.
5. Demonstrate experience in the administration of databases in a helpdesk environment.

## 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 15 July 2024  
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