Technical and Administration Support Officer
East Butler Primary School

Position number	00044208
Agreement	Department of Education (School Support Officers) CSA Agreement 2022 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 4)
Direct reports	Nil

Context

Information about East Butler Primary School is available on Schools Online.

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

Key responsibilities

- Assist in maintaining the school network and provide network administration, including user access, changing privileges, re-imaging computers, setting up of accounts and password maintenance.
- Assist in maintaining Information Technology (IT) equipment through the school, including Apple iPads using Jamf School and Apple School Manager.
- Liaise with the Department of Education ICT Support to resolve hardware, software and network related issues.
- Provide training, advice and support to staff on desktop and software applications.
- Assist in developing solutions to identified problems and technical issues.
- Research and identify appropriate software packages and other resources and assist with the installation and upgrading of IT systems.
- Assist with resource and equipment stocktakes and reporting and undertake processes for disposal of obsolete, surplus or unserviceable resources and equipment.
- Manage and maintain the school's website and multimedia products and prepare school materials for publications.
- Assist with the management of school assets and coordinate and negotiate maintenance and repairs.
- Administer the operation of school databases, records and management information systems, including assisting with implementing the new online based student administration system.
- Undertake routine analyses and report on results.

- Establish practices and procedures to ensure confidentiality and security of sensitive material.
- Develop and maintain effective working relationships with internal and external stakeholders.
- Provide administrative support to the School Leadership team.

Selection criteria

1. Demonstrated sound verbal, written and interpersonal communication skills with the ability to liaise effectively with staff at all levels.
2. Demonstrated skills and experience in administering a computer network and software applications.
3. Demonstrated conceptual, analytical and problem solving skills, including the ability to develop innovative solutions to information technology problems.
4. Demonstrated sound organisational skills with the ability to prioritise tasks and work with minimum supervision.

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   6 December 2023
Reference   D23/1850011