

Role Statement



Position title:	Senior Network and Support Officer
Position number:	Generic
Salary and Level:	Level 5 PSCSAA 2025
Reports to:	Manager Network and Systems (Level 6)
Direct reports:	Nil

The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to the Western Australian Community through discretionary and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision for 'a hopeful, health, connected and sustainable community life for all Western Australians'.

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

About the business unit

Technology Services is responsible for the technology services and support IT functions across all areas of the Lotterywest and Healthway businesses. The area is also responsible for the overarching compliance, change management and technology partner services for Lotterywest gaming and Lotterywest and Healthway grant management systems. In doing its work, the Technology Services team works collaboratively across the organisation to ensure technology business needs are met.

The business unit is undertaking transformation in the way it delivers services, consistent with the Board endorsed strategic direction. This is with the purpose to deliver an agile, scalable, responsive team and digital business operating model, including investment in cloud services, focused strategic vendor management and contemporary digital solutions to deliver on current and future business outcomes.

Key focus areas of the position

Reporting to the Manager Network and Systems, the Senior Network and Support Officer manages and supports the operational day to day activities of Lotterywest's IT Network and Systems. This role also helps to develop the Lotterywest Online environments, as well as the operational aspects of IT Security and leads activities to investigate, recommend and optimise all operations of various networks with a focus on supporting all business activities and providing solutions to business challenges.

This role has the following key focus areas:

Role Statement

- **Customer service** – Provides high levels of customer service with a strong focus on customer satisfaction and high quality service delivery
- **Technology support** – As a certified CISCO network engineer, you will provide high levels of management and support of Lotterywest's Online environments, IT Network and Security related devices
- **Technology reliability** – Ensures the continual service and security of Lotterywest's Online environments, Network and devices
- **Relationship management** – Develops and foster effective relationships with staff and essential stakeholders

Key responsibilities

- In alignment with the planning process, researches and recommends solutions that maximise corporate value from our IT systems
- Supports and manages the Lotterywest IT Network & Security related devices, such as Firewalls, Virtual private Networks and network interface switches
- Implements monitoring tools that enable systems to monitor and report on all IT functions that fall within the team's responsibilities
- In cooperation with the Senior Network and Systems Officer recommends and coordinates all new IT system deployments
- Develops and recommends changes for approval by the Lotterywest Change Advisory Board (CAB)
- Implements approved changes to Lotterywest systems and networks
- Administers deployments and software releases to the Lotteries digital presence
- Provides tiered support for the Lotterywest Service Desk team
- Ensures all Service Level Targets are met on a daily, weekly and monthly basis and continual service improvements are developed
- Acquires and applies knowledge of new developments within IT that will have an influence on Lotterywest IT business systems
- Provides efficient and responsive resolution or diagnosis of user issues or referral of complex technical issues. This will include working with external vendors and suppliers as appropriate
- Contribute to a productive, organisational wide work environment and accept corporate responsibilities involved in working for Lotterywest
- Committing to the principles of teamwork and flexibility to achieve business objectives and contributing effectively as a team member
- Performs other duties as required

Mandatory / special role requirements

- Drivers Licence
- Police Clearance
- Pre-employment psychometric assessment
- After hours work/ On-call responsibilities

Role Statement

Essential selection criteria

1. Competent analysis and conceptual skills particularly focused on new developments and consistent delivery of business systems
2. Proven experience in, and demonstrated technical capabilities in the standards, troubleshooting and development of IT systems
3. Demonstrated working knowledge and experience of Windows, Linux (Unix), Cloud and Cisco Routing and Switching technologies (BGP, VRF, VLANs etc)
4. Sound Project Management Capabilities with demonstrated experience in managing technology projects
5. Well-developed oral and written communication skills with the ability to communicate in a clear and concise manner with people at varying levels
6. Experience with IT industry standards and best practices

Authorised by:



Mariela Millington
A/Chief Information Officer

Date: 12 June 2025