



Senior Systems and Data Integrity Officer

Branch:	Customer Service Phone Support
Directorate:	Driver and Vehicle Services
Position Number:	00014372
Classification:	Level 4
Physical Location:	Tassels Place, Innaloo
Award/Agreement:	Public Service Award & Public Service and Government Officers General Agreement

Department of Transport is a progressive organisation with the vision to be recognised as a leader in providing world-class transport services and solutions. The Department's main focus is to provide a safe, accessible, sustainable and efficient transport services and systems that promote economic prosperity and enhance the lifestyles of all West Australians.

The Department forms part of the Transport portfolio, also comprising of Main Roads WA and the Public Transport Authority.

Our Values:

We welcome [*Fresh Thinking*](#) and finding better ways of working

We set [*Clear Direction*](#) and have the courage to follow through

We work together to deliver [*Excellent Service*](#)

We make things happen through our [*Great People*](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

The DVS mission is Safe Drivers, Safe Vehicles, Secure Identities, and Quality Service.



Overall Purpose of the Role

- Provides high level advice to staff and agents on licensing data quality and integrity matters.
- Assists the Manager and other Senior Systems and Data Integrity Officers with data quality and integrity issues.
- Undertakes administrative duties to support client, motor vehicles and driver licensing activities as directed.

Work Description

ADVICE AND ASSISTANCE

- Provide high level advice and assistance to all Driver and Vehicle Services employees and licensing agents, and Dealer Online users on matters relating to licensing data quality and integrity.
- Analyses system and data integrity problems experienced by users and operators and assists in the resolution of these problems and the correction of database records.
- Contributes to the identification of training needs for licensing personnel and agency staff.
- Liaises with internal and external system users and provides advice to licensing staff and other internal and external users including Dealer Online.
- Advises senior staff on possible violations of data base security and assists with investigations into such breaches.

DATA QUALITY AND INTEGRITY FOR LICENSING SERVICES AND AGENTS

- Assists and provides support with data entry, retrieval and the maintenance and integrity of data held on relevant client, driver and vehicle databases. This includes responsibility for the input of data to on-line systems.
- Conducts system audits to ensure compliance with approved procedures and may include correction of records on the database found as a result of audit.
- Makes recommendations for remedial action and improvements, including data cleansing on client records and assists with the implementation of those changes.
- Monitors client access to the licensing system and assists with the issue and maintenance of user identification codes and passwords for employees.
- Contributes to the deployment of quality assurance processes and standards for the auditing of licensing agents. This will ensure that licensing agents are performing in accordance with agreed performance standards and processes.

BUSINESS SYSTEMS ADMINISTRATION

- Assists in monitoring performance standards for licensing centres and agents in relation to licensing related databases.
- Contributes to the development and maintenance of documentation to support licensing systems and the dissemination of information and instructions to Licensing employees, agents and Dealer Online users.
- Maintains statistics and reports on changes and corrections to the licensing database.
- Contributes to the identification, development and adaptation of policies, strategies and procedures relating to operational matters and the provision of information support services.

OTHER

- Other duties as required.



Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria

ESSENTIAL:

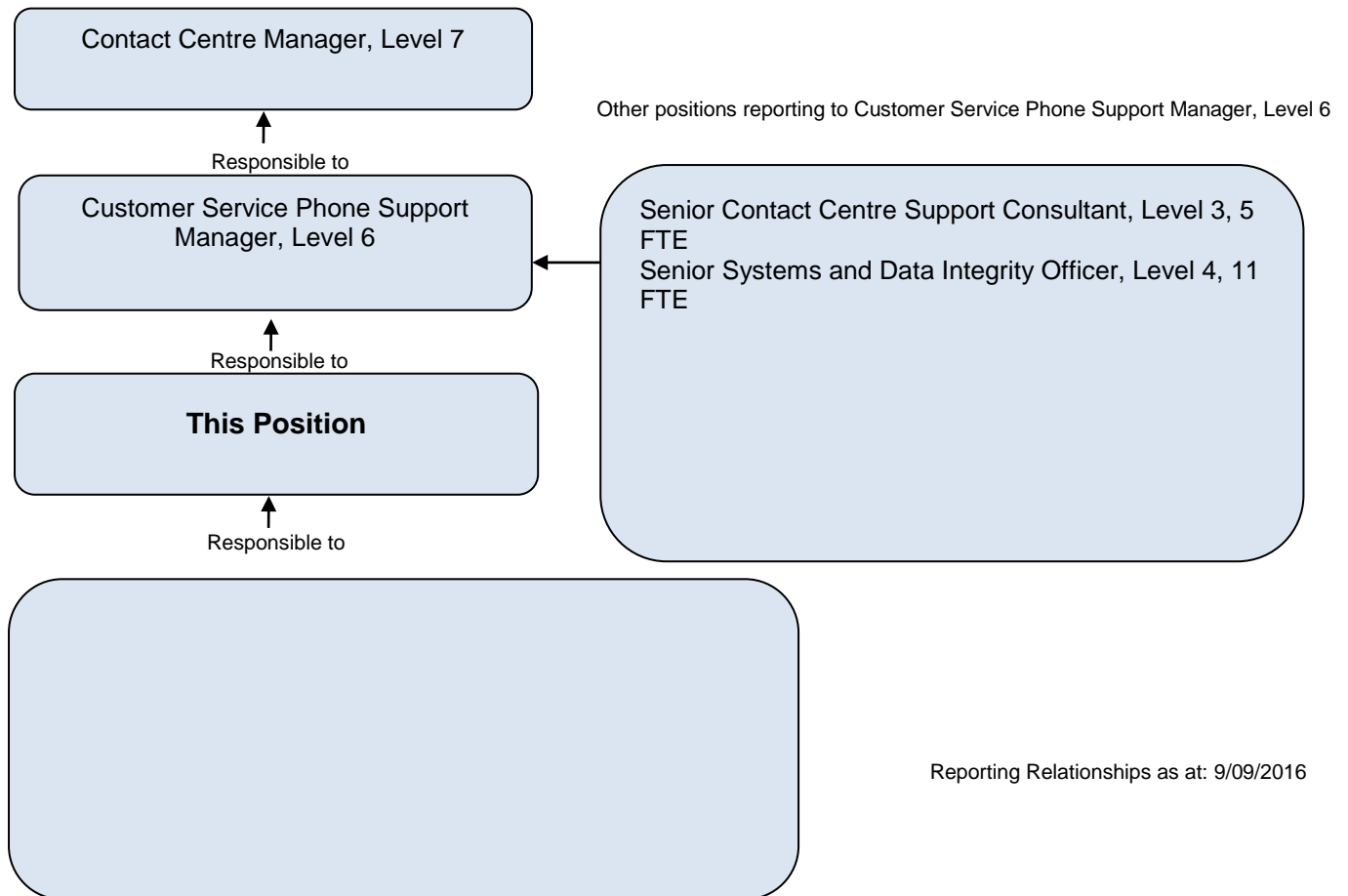
1. Well-developed knowledge and experience in the use of complex databases or licensing systems including transaction processing and data management issues.
2. Well-developed knowledge and experience of driver and vehicle licensing legislation, policies, procedures and guidelines, with the ability to interpret and apply legislation.
3. Well-developed conceptual, analytical and research skills including the ability to provide solutions to problems including data integrity issues of a complex nature.
4. Highly developed interpersonal skills with the ability to liaise with and develop and maintain relationships with a range of internal and external stakeholders in a variety of contexts.
5. Well-developed oral and written communication skills.
6. Proven ability to work in a team environment and contribute to the achievement of team goals.
7. Strong commitment to providing a high level of customer service.
8. Well-developed computer skills and knowledge of relevant software programs.

DESIRABLE:

1. Knowledge and experience in the use of TRELIS or licensing systems



Reporting Relationships



Allowances/Special Conditions

A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Executive Director
People and Organisational Development**