



JOB DESCRIPTION FORM

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced
Group: Education Business Services	Effective Date of Document 6 November 2017
Division: Information Communication and Technology (ICT)	
Directorate: ICT Operations and Customer Service	

THIS POSITION	
Title:	Customer Relationship Manager
Classification:	Level 6
Position No:	Generic
Positions under direct responsibility: Nil	

REPORTING RELATIONSHIPS		
TITLE:	Director, ICT Operations and Customer Service	
LEVEL:	9	
POSITION NUMBER:	00038092	
TITLE:	Manager Service Levels (Schools)	
LEVEL:	7	
POSITION NUMBER:	00020030	
This position and the positions of:		
Title	Classification	Position Number
Customer Relationship Manager	Level 6	Various

TITLE	CLASSIFICATION	POSITION NO	EFFECTIVE DATE
Customer Relationship Manager	Level 6	Generic	6 November 2017

CONTEXT

For information with respect to the Department go to: <https://www.education.wa.edu.au/web/our-organisation/home>.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information communication and technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

Delivery of Information Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

The ICT Operations and Customer Service Directorate is part of the ICT Division and is the primary entry point to ICT for any responses top operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers in many respects it is the 'face' of ICT.

ROLE

The Customer Relationship Manager:

Specialist Services

- coordinates agreements for the provision and support of ICT services to various customer groups across schools, colleges, regions and central office
- assists staff in schools, colleges, regions and central office at a system level to implement policies and strategic initiatives in the areas of information systems, technology and telecommunications, and information management utilising the Information Technology Service Management methodology.

Management and Branch Support

- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch
- represents the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- provides systemic advice to staff in schools, colleges, regions and central office on ICT issues
- provides input to the design and implementation of infrastructure and services to new and existing customers
- delivers a high level and timely customer service to clients
- monitors, evaluates and reports on the services delivered by the Department

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- provides input to the strategic planning process in relation to improving service delivery to meet customer requirements
- develops and maintains effective networks with internal and external clients and liaises with customer groups throughout the Department about ICT issues and initiatives
- collaborates with stakeholders to develop ICT policies, practices, standards and guidelines to ensure the delivery of quality client services and the effective management of costs
- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

OUTCOMES

The Customer Relationship Manager is required to demonstrate achievement in relation to the following outcomes.

1. The needs of customer groups in relation to ICT support at a system level are identified and appropriate strategies are developed.
2. Effective policies, guidelines, procedures and standards in relation to the delivery and support of ICT services are developed, maintained and communicated.
3. Service delivery is monitored, evaluated and reported to the Director in accordance with agreed service standards.
4. Advice is provided on the installation and maintenance of ICT infrastructure applications, systems and services.
5. The needs of customer groups are considered when formulating ICT planning processes.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position.

1. Demonstrated well developed knowledge and considerable experience in developing and implementing policies and guidelines to ensure compliance and best practice Information Technology Service Management in relation to the delivery and support of ICT services.
2. Demonstrated considerable experience in working with a variety of customer groups, including the ability to translate technical requirements and specifications into easily understood business concepts and vice versa to a variety of customer groups.
3. Demonstrated well developed oral, written and interpersonal communication skills, including the ability to establish and maintain effective working relationships and undertake high-level consultations, collaborations and negotiations.
4. Demonstrated well developed conceptual and analytical skills, including the ability to provide innovative solutions to strategic and complex problems and issues.
5. Demonstrated well developed project management and organisational skills with the ability to prioritise tasks to meet conflicting timelines.

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ELIGIBILITY

Employees will be required to obtain a current Department of Education Criminal Record Clearance prior to commencement of employment.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

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

ENDORSED

DATE 6 November 2017
TRIM REF # D17/0471332