



Job Description Form

Department of Justice Purpose

To provide high quality and accessible justice, legal, registry, guardianship & trustee services that meet the needs of the community and government.

Position Title Client Support Co-ordinator		
Effective Date July 2014	Position Number Generic	Level 6
Division Corporate Services	Directorate Shared Information Services	Branch Client Application Support

Divisional Outcomes
Effective business systems and services that support the Department's success.

Directorate Outputs
Enable business areas to leverage information resources and technology to deliver services and improve effectiveness and efficiency.

Branch Outputs
<p>The outputs of the Branch are:</p> <ul style="list-style-type: none"> • Corporate IT policies, standards and procedures • Application architecture and frameworks • Data models, dictionaries, documentation standards • Compliance management • Management of ICT projects for Shared Information Services Directorate and clients • Assistance in planning for effective IS/IT systems and facilities • Development / implementation of business systems • Maintenance and support of existing systems • Facilitation in the provision of services from infrastructure service providers • Provision of consultancy and advice on IS/IT issues.

Role of the Position
<p>Maintains and supports existing Information Systems.</p> <p>Develops, implements and supports new Information Systems in accordance with established Department plans, standards, practices and procedures to ensure that client expectations and needs are addressed.</p> <p>Ensures Department information plans/strategies, procedures and standards are adhered to.</p> <p>Investigates, evaluates, promotes and facilitates the use of information technology among client groups in accordance with corporate plans and standards.</p> <p>Participates in the management of small and medium Information and Communications Technology (ICT) projects.</p>

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Responsibilities of this position

Client Application Management

Manages the resources of the team, including development, implementation, support and operations of information systems and information technology for clients.

Provides progress and performance reports to Clients and the Client Manager.

Ensures compliance with Departmental policies, plans and standards.

Project Management

Leads, directs and co-ordinates the activities of project teams in the development and maintenance of information systems within the Department.

Conducts feasibility studies, system proposals and analysis of information systems projects.

Information & Knowledge Management

Uses formal development methodology, project management and formal maintenance standards in the development and maintenance of information systems.

Conducts formal reviews of information systems and implements recommendations to optimise the use of information systems and information technology.

Stakeholder Management and Communication

Maintains a high level of communication and coordination between client business areas and the Shared Information Services Directorate and provides advice.

Organises and attends meetings with clients and personnel within the Shared Information Services Directorate to ensure a co-ordinated approach to system development and support.

Promotes and actively ensure that the needs of clients are safeguarded within the wider Departmental technical infrastructure environment

Maintains industry relationships.

Planning & Policy

Participates in clients' strategic and operational planning.

Participates in the development of departmental strategic information plans, information needs analysis and standards.

Provides a high level of security and confidentiality for Departmental and Legal clients' information and technical environments by implementing Department security policies, plans and standards.

Corporate Citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics.

Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.

Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace.

Other

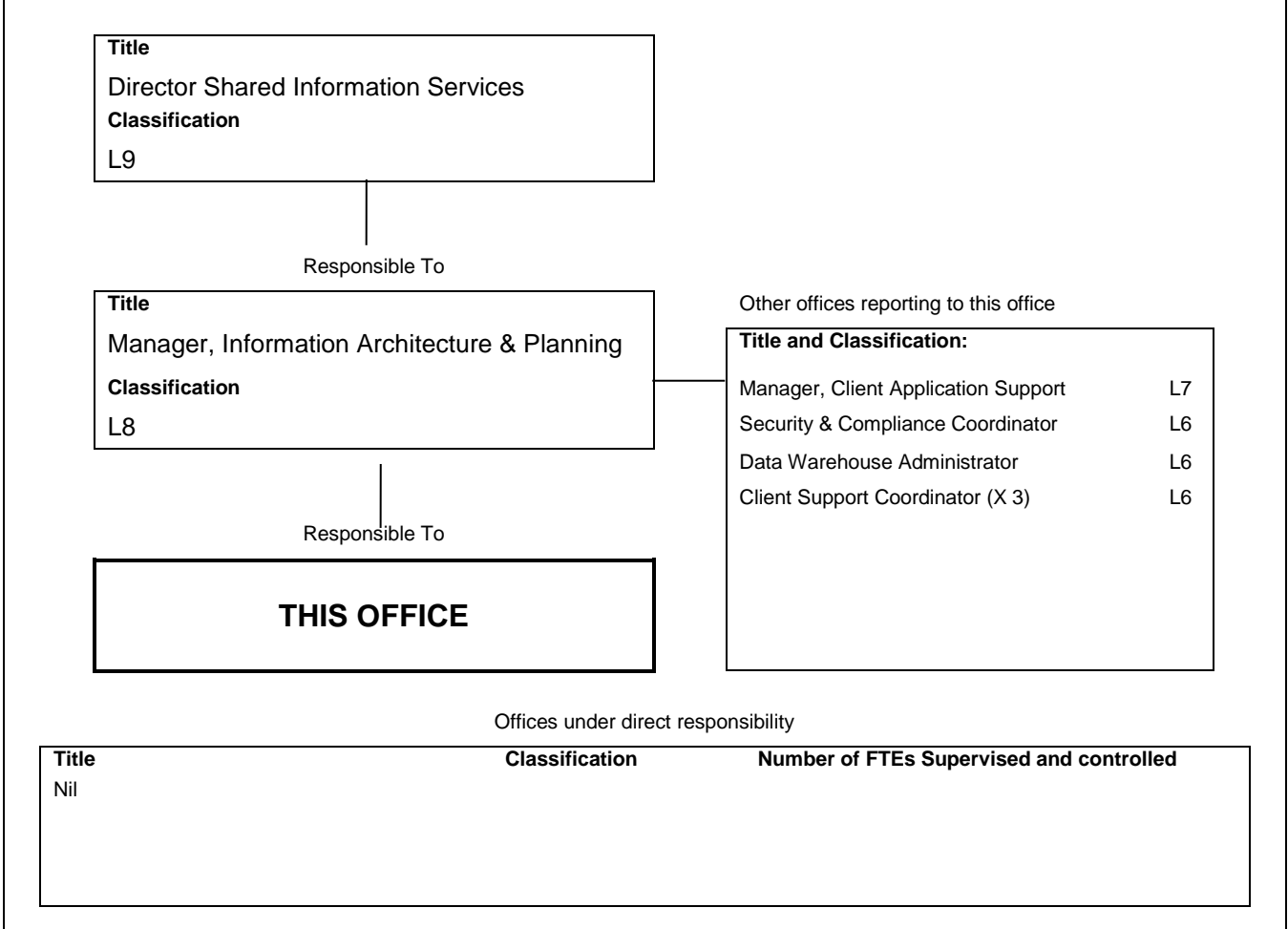
Other duties as required

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Work Related Requirements (Selection Criteria)	Context Within Which Criteria Will Be Applied And/Or General Standard Expected
1. Leadership & Project Management	Leading teams, planning, organising and undertaking projects. Applying project management processes and procedures. Developing practical and innovative solutions to problems. Managing people and resources
2. Information Systems & Development	Having a clear understanding and experience in methodologies, standards and tools required for effective information systems development and support. Supporting clients within a large information systems environment. Designing, developing, supporting and maintaining information systems. Maintaining knowledge of trends and development in IT.
3. Communication, Negotiation & Interpersonal	Supporting and providing advice to clients. Representing and promoting the Division/Directorate. Negotiating with internal clients and external service providers and consultants. Writing and preparing documents and reports, including functional and technical specifications.
4. Ethical Behaviour	Demonstrating and managing ethical behaviour in accordance with relevant standards, values and policies
<u>DESIRABLE</u>	
5. Qualifications	Possession of or progress towards a relevant tertiary qualification or equivalent level of skills, knowledge and experience.

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Reporting Relationships



Location and Accommodation

Location : Metropolitan
Accommodation: Nil

Allowances / Special Conditions

The Contract of Employment specifies all conditions relating to this position.

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

DELEGATED AUTHORITY APPROVAL

Delegated Authority's Name	
Signature	
Date	