



Process Manager

ICT Operations and Customer Service

Position number	Generic
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Manager, Service Levels (Corporate) (Level 7)
Direct reports	Nil

Context

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 and communication technologies, 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 and Communication 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 to 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.

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

Key responsibilities

Specialist Services

- Manage ICT processes, including Security, Availability, Capacity, Financial, Information Technology (IT) Service Continuity, Incident, Problem, Change, Release, Service Request, Knowledge and Configuration.
- Implement, manage and continuously improve ICT process outcomes.
- Ensure the interrelationships between ICT processes are effectively coordinated.
- Ensure that agreed and best practice processes for managing Information Technology (IT) Services are followed and undertaken in a coordinated fashion.
- Ensure ICT processes are aligned to delivering services that meet, and are driven by, the agreed business needs (through Service Level Agreements) of the Department.

Branch Support

- Identify and provide recommendations for process improvements and potential cost savings to management.
- Contribute 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.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Ensure that a strong customer focus to service delivery is developed and maintained.
- Provide regular feedback and reports to management.
- Provide high-level advice and support to stakeholders on management processes.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated highly developed communication and interpersonal skills, including high-level negotiation, facilitation and consultation skills, and the ability to liaise with individuals at all levels.
2. Demonstrated high-level skills and experience in achieving customer focus outcomes that meet business requirements.
3. Demonstrated considerable understanding of technical issues in best practice IT service management, including the ability to translate technical requirements and specifications into easily understood business concepts and vice versa.
4. Demonstrated highly developed problem management skills, including the ability to identify problems and provide strategies to address them.
5. Demonstrated considerable understanding of common issues affecting end users and ability in the management of such issues.
6. Demonstrated significant skills and experience in the provision of information technology services in a large corporate or government environment.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 21 November 2019
Reference D19/0534517