



## Chief Information Officer

### Information and Communication Technology

<b>Position number</b>	00017124
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2024</a> (or as replaced)
<b>Classification</b>	Class 2
<b>Reports to</b>	Deputy Director General, Education Business Services (Special Division Band 2)
<b>Direct reports</b>	Director, ICT Governance and Planning (Level 9) Director, Integration, Build and Deployment (Level 9) Director, ICT Operations and Customer Service (Level 9) Principal Consultant (Level 7) Principal Consultant, ICT Strategy and Planning (Level 7)

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

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## About this position

The Chief Information Officer:

- is responsible for leading, planning, directing, controlling and implementing the ICT strategies and services of the Department to support the organisation's overall operations and priorities, and the whole-of-government reform agenda.
- provides functional leadership, policy development and planning for ICT including cybersecurity, Artificial Intelligence (AI), digitisation, online integrated service delivery, risk management and supporting the implementation of strategic projects and systems.
- effectively communicates clearly and concisely with executive leaders and staff across the Department, as well as with external stakeholders.
- operates with a high degree of autonomy and is required to plan and make decisions that have a significant impact on the Department and government outcomes.

## Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Executive Leader**.

## Key responsibilities

### Strategy and Architecture

Provides vision, leadership and governance of the ICT strategy, architecture and execution, ensuring alignment with education sector practices, WA Government ICT and information standards and strategies.

- Provides strategic advice to Corporate Executive on emerging trends (such as AI, Cyber, digital transformation, cloud and spatial technologies) and other issues that may impact the Department's technology architecture, strategy, security or working practices.
- Builds strategic relationships and provides expert ICT advice to influence decisions regarding education delivery and business operations.
- Leads the development of digital strategies, frameworks and standards to drive digital transformation and support departmental initiatives.
- Leads and directs the integration and transformation of data services, enhancing information sharing, security, and continuous improvement.
- Defines and maintains an enterprise ICT architecture ensuring interoperability, scalability, and security across all platforms and services, and leads the execution of initiatives to drive business improvement and innovation.
- Develops multi-year technology roadmaps aligned with business and educational objectives, incorporating emerging technologies and decommissioning legacy systems.
- Communicates the organisation's information management strategy and architecture to influence and shape the adoption and use of ICT, data and information management practices across all aspects of the Department's business.

### Service Delivery

Lead the development, delivery and support of reliable and standardised ICT and information management services and products to meet the needs of the Department.

- Leads ICT Service Management including incident, problem, change, and configuration management and oversee hybrid cloud/on-premises infrastructure, ensuring high availability and user access, disaster recovery, and business continuity.

- Ensures the preparation and management of changes and maintenance to ICT platforms, foundations and standard services are delivered professionally and with minimal disruption to Department operations.
- Ensures compliance with regulations, standards and codes of good practice relating to information and documentation management, assurance and data protection.
- Leads and evaluates service delivery and designs and implements improvement plans that ensure the ICT infrastructure consistently and adequately supports business needs.
- Provides an ICT consultancy service to Departmental staff to identify and evaluate new technologies, systems and methods that improve overall service delivery and enhance business performance.

### **ICT Investment and Financial Stewardship**

Leads and ensures optimal use of working capital through appropriate financial, lifecycle asset and cost management strategies, ensuring capital and recurrent financial resources are secured to meet current and future business needs.

- Leads and evaluates ICT demand and capacity requirements and determines future technology investment needs.
- Develops and maintains ICT investment plans aligned to current and future business needs.
- Leads the preparation and presentation of business cases and other documentation for securing funding and other resources.
- Oversees the Division's budget to ensure expenditure is appropriately allocated and contained within required parameters.

### **Lead and oversee bought-in services**

Leads the contracting, alignment and performance of service providers through sourcing strategies and plans, balancing costs, efficiencies and service quality.

- Ensures business continuity and flexibility through appropriate contracting strategies and oversees all aspects of external ICT supply and contract management.
- Leads the proactive engagement of suppliers to deliver agreed contractual or service outcomes, resolve operational incidents, problems, and other sources of conflict.
- Oversees the management of performance and risks across all suppliers (internal and external) using agreed metrics, contract conditions and performance parameters.

### **ICT Projects, Change and Organisational Enhancement**

Leads and directs the creation and review of enterprise-wide approach and culture for embracing technology changes leading to improved education delivery and business sustainability.

- Works collaboratively with executive and senior leaders to align business strategies, enterprise and technology transformations to deliver sustainable and meaningful results.
- Leads and oversee major projects of strategic significance to achieve Departmental outcomes for the integration of technology in schools, including improving communication, access to learning resources and support strategies.
- Develop, implement and maintain best practice change, people and financial management strategies, frameworks and standards.
- Provide high-level strategic analysis and advice on the delivery of ICT projects and programs to senior management.

### ICT Policy, Frameworks and Governance

Leads and shapes the Department's governance activities, provides assurance that ICT strategies and services meet the organisation's obligations (including legislation, regulatory, contractual and agreed standards/policies).

- Leads and directs the development and implementation of ICT and data governance policy, procedures and management controls to ensure confidentiality, digital integrity and availability of information systems and data.
- Ensures that a framework of policies, standards, process and practices is in place to guide provision of enterprise ICT services, and that suitable monitoring of the governance framework is in place to report on adherence to these obligations as needed.
- Leads the assessment, evaluation and reporting of enterprise and ICT related risks and establishes and implements agreed risk mitigation strategies and actions.
- Oversees and guides corporate governance requirements and quality assurance processes to technology and systems deployed in schools and the Department.

### Leadership and Strategic Management (General)

Provide effective advice for informed decision-making by the Deputy Director General and as required, the Minister, the Director General, Corporate Executive and Department officers.

- Contribute to, and cooperate with, the work of other Executive Directors and Directors.
- Respond to requests for Ministerial and other Government requirements.
- Represents the Department at senior executive level on external committees and working parties.
- As a member of the Corporate Executive and EBS Executive, contributes to the ongoing strategic development and management of the division, the group and the Department, ensuring the achievement of Departmental, Group and Divisional objectives.
- Leads a workplace culture that supports the Department's values, delivery of strategic goals, employee development and ethical decision-making.
- Promotes and supports cultural responsiveness that reflects expectations in the Aboriginal Cultural Standards Framework.
- Maintains, promotes and models ethical practice and appropriate standards of conduct and behaviour that align with the values of the Department's Code of Conduct: integrity, equity, voice, truth-telling, teamwork, care and learning.

### People Management

Leads and sustains a highly professional, customer oriented, innovative and future-focused ICT capability within the Department and education sector

- Lead and direct the ICT Division as a key function of the EBS Group.
- Oversees effective processes for employment within the Division, ensuring the principles of equity and equal employment opportunity are adhered to at all times.
- Establishes a leave management plan and manage employees' leave entitlements in accordance with applicable Industrial Instruments and Department policy.
- Implements performance management, foster on-going professional development and ensure opportunities are provided which maximise employee capabilities to deliver quality ICT educational and business outcomes.
- Models the importance of health, safety and wellbeing and ensure compliance with the health and safety policies of the Department and *the Work Health and Safety Act 2020*.
- Manages employees in accordance with Departmental policies and the Public Sector Standards in Human Resource Management.

### Selection criteria

The selection process includes assessing applications against the role specific requirements of the position which include the ability to demonstrate how applicants apply the expected behaviours (listed below). The process also takes into account the needs of the Department and availability of suitable applicants.

### Expected Behaviours

<b>Role specific requirements</b>	<ul style="list-style-type: none"> <li>○ Demonstrated extensive experience in managing and implementing system level ICT strategies and projects in a large and complex organisation.</li> </ul>
<b>Lead collectively</b> Seek and build key relationships, work together and focus on the greater good.	<ul style="list-style-type: none"> <li>○ You understand how your work and the decisions you make connect with other parts of your agency and the sector.</li> <li>○ You support the integration of business areas in your agency to align system wide strategy and direction. Your agency is then able to contribute to delivering future value for the sector.</li> </ul>
<b>Think through complexity</b> Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.	<ul style="list-style-type: none"> <li>○ You foresee the consequences and risks of your decisions even when they may only be evident in the medium term or are external to your business areas.</li> <li>○ You proactively manage the implementation of the risk management strategies in your business areas, and take reasonable steps to mitigate any risks to your business areas and agency.</li> </ul>
<b>Dynamically sense the environment</b> Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.	<ul style="list-style-type: none"> <li>○ You identify patterns, trends and connections between situations, and the impact of issues and strategy on your business areas.</li> <li>○ You recognise shared agendas and work towards mutually beneficial outcomes for all business areas.</li> <li>○ You proactively build your networks to deliver value for your business areas and the agency.</li> </ul>
<b>Deliver on high leverage areas</b> Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.	<ul style="list-style-type: none"> <li>○ You understand and recognise how the strategies and decisions in your business areas support the strategic direction of the agency.</li> <li>○ You develop alternate plans and strategies to overcome barriers to delivering the goals and strategy of your business areas.</li> <li>○ You explore new opportunities for your business areas, and drive and encourage continuous improvement that contributes to delivering excellence for the agency.</li> </ul>
<b>Build capability</b> Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.	<ul style="list-style-type: none"> <li>○ You understand your role and responsibility for creating a healthy culture in your business areas, contributing to a productive sector culture.</li> <li>○ You focus on supporting the development of long term capability in your business areas, providing development, coaching and mentoring opportunities for leaders.</li> </ul>

<b>Embody the spirit of public service</b> Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.	<ul style="list-style-type: none"> <li>○ You display and embody the spirit of public service in all your decision making, interactions and professional activities.</li> <li>○ You encourage excellence by recognising and acknowledging outstanding performance in your business areas.</li> <li>○ You are committed to maintaining good corporate governance and proactively identify potential reputational risk and areas of non-compliance.</li> </ul>
<b>Lead adaptively</b> Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.	<ul style="list-style-type: none"> <li>○ You vary your personal style to engage and influence the performance of your teams and business areas.</li> <li>○ You engage in learning opportunities that contribute to your future development needs, actively seeking guidance and support from your mentors.</li> <li>○ You obtain feedback regularly from your peers, direct reports and leaders, exploring the merit of the feedback and creating action plans to support your development.</li> </ul>

### Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 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 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

### Certification

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

### DIRECTOR GENERAL

Signature \_\_\_\_\_

Date \_\_\_\_\_