Project Manager
ICT Project Office

Position number	Generic
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 7
Reports to	Manager, ICT Project Office (Level 8)
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 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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and the ICT Project Office has responsibility for the process and management of ICT projects.

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

Key responsibilities

Specialist Services
- Provide high-level advice to business units and schools on issues related to the development, implementation and support to ICT projects such as software development, network maintenance and integration of changes and upgrades to business processes.
- Develop and implement project management standards, procedures, project reporting and risk management and mitigation strategies for ICT projects.
- Develop and implement accountability frameworks related to ICT projects.
- Ensure appropriate quality assurance processes are developed and implemented to support the ICT environment and their impact on the Department's policies and processes.

Management and Branch Support
- 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.

Customer and Stakeholder Management and Liaison
- Establish and maintain working relationships and effective communication networks with business units, schools, customers, clients and staff to ensure access to diverse specialist knowledge.
- Represent the Branch and the Department on working parties, steering groups and committees related to ICT projects.
- Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated substantial experience and expertise in managing ICT projects, project management systems and tools to meet outcomes.
2. Demonstrated extensive highly developed communication, interpersonal and negotiation skills with the ability to establish and maintain effective working relationships and provide customer-focused services.
3. Demonstrated highly developed conceptual and analytical skills, including the ability to identify innovative solutions to solving problems.
4. Demonstrated highly developed leadership and people management skills to effectively manage multiple project teams.
5. Demonstrated highly developed organisational skills, including the ability to determine and set priorities.

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
- 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.

ENDORSED

Date   2 January 2025
Reference   D25/0091994