



Principal Consultant – ICT Network Contracts

ICT Integration, Build and Deployment

Position number	00038189
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 7
Reports to	Manager, ICT Cloud and Infrastructure Services (Level 8)
Direct reports	Senior Consultant – Standard Operating Environment Schools (Level 6)

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 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 Integration, Build and Deployment directorate is responsible for ICT Cloud and Infrastructure Services, Application Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance, and Data Management within an ICT context. The directorate's role is to build, integrate, and maintain technical solutions and infrastructure environments that address organisational challenges. It ensures that applications, systems, cloud platforms, and products are securely constructed, integrated, interfaced, and configured to meet business needs.

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

Key responsibilities

Specialist Services

- Monitor and manage contracts and services in all areas of ICT infrastructure, including services, desktop and notebook PCs, network cabling, uninterruptible power supplies and business machines.
- Coordinate the delivery of ICT infrastructure services to ensure they are aligned to the objectives and vision of the ICT division, the Integration, Build and Deployment directorate and the Department.
- Undertake research and analysis, and in consultation with identified stakeholders, develop and implement appropriate policies, frameworks, practices and standards for network infrastructure and related services.
- Lead development of methods and processes to ensure appropriate application of procedures, standards and methods for network infrastructure and related services.
- Research new technology and governance options relevant to achieving and supporting the Department's and Government's strategic and operational goals.
- Assist with identifying and managing the mitigation of risks in delivering technical and information ICT services.
- Liaise with key stakeholders, applying expert knowledge in relation to identified issues, initiatives and programs.

Management and Branch Support

- Ensure that activities, inputs and processes that are required of stakeholders are streamlined, automated and effective.
- Contribute to development of plans and systems to support/enable/monitor achievement of the directorate's vision and imperatives in alignment with divisional objectives.
- Deploy resources, including people, financial, physical and information, to ensure they are available to address the branch's plans, contractual obligations and other organisational priorities.
- Provide leadership, supervision and performance management of staff and encourage and assist with the development and implementation of strategies to ensure effective, accurate and transparent customer engagement function.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and ICT goals and facilitates accomplishment of designated roles and deliverables.
- Provide advice on projects relevant to the ICT and/or the branch.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Customer and Stakeholder Management and Liaison

- Provide high-level consultancy services to development groups and other internal and external stakeholders regarding information system needs, architecture direction and processes.
- Liaise with vendors, suppliers, service providers and technical specialists to resolve complex technical and system network infrastructure problems.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Provide consistent, highly valued ICT communications to stakeholders in a timely, consistent and engaging manner.

- Provide advice and specialist support, as required, to ICT leaders on Departmental and across Government committees and working parties.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships within ICT to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated high-level knowledge and substantial experience to influence the development of ICT strategy, standards, practices and innovation.
2. Demonstrated highly developed verbal, written and interpersonal communication skills, with the ability to build and maintain effective stakeholder relationships to achieve a strong customer focus in the delivery of outputs.
3. Demonstrated comprehensive understanding of infrastructure technology issues, trends and requirements, including the ability to translate understanding into design, operational and governance recommendations.
4. Demonstrated highly developed conceptual, analytical and evaluation skills with the ability to provide high-level advice on complex issues, solve complex problems and implement business improvements.
5. Demonstrated well-developed leadership and planning skills, with the ability to manage and respond effectively to business priorities and optimise the performance of individuals and teams.

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 7 April 2026
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