



## Client Support Officer

### ICT Operations and Customer Service

<b>Position number</b>	00020296
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 3
<b>Reports to</b>	Coordinator, Notebooks for Teachers (Level 6)
<b>Direct reports</b>	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 (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.

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

## Key responsibilities

### Specialist Services

- Provide operational support for the Notebooks for Teachers Program (the Program), including physical handling of notebooks (e.g. cleaning, storage, packaging) and coordinating the distribution, dispatching and return of notebooks and accessories.
- Monitor the Program to ensure processes and procedures comply with legislation and Departmental policy.
- Respond to general correspondence and prepares reports for presentation to management.
- Undertake basic research to identify emerging trends and issues and contributes to the improvement of Program initiatives.

### Branch Support

- Maintain and monitor databases, reconcile records and analyse data information to meet reporting obligations.
- Quality assure and audits Program records to ensure client financial and employment information and reporting systems are accurately maintained.
- 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

- Assist the Coordinator, Notebooks for teachers with the preparation of reports, the provision of advice and consultancy and liaison with internal and external stakeholders.
- Provide general information to prospective or current program participants on administrative, financial and operational processes and procedures via the telephone, in person and in writing.
- 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 sound oral and written communication and interpersonal skills, including telephone communication skills, ability to liaise with individuals at all levels and provide service to clients.
2. Demonstrated experience working collaboratively within a team environment.
3. Demonstrated sound data management skills, including experience in using databases, spreadsheets and human resource information systems and in analysing, interpreting and reporting on data.
4. Demonstrated initiative, sound organisational and problem solving skills with the ability to think creatively and identify appropriate solutions.

## 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            31 October 2024  
Reference    D24/0821922