Department of Education
GOVERNMENT OF WESTERN AUSTRALIA

Job Description Form

Project Support Officer – Training and Support
Program Kaartdijin

Position number	Generic
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Senior Project Officer (Level 6)
Direct reports	Nil

Context

Program Kaartdijin (the Program) has been established to develop a functionally fit, technologically robust solution to replace the current School Information System (SIS) and include additional information capture and reportability. The Program focuses on providing short term solutions as well as a longer-term solution that meets the operational needs of schools and the reporting and management needs of the Department at large. The Program vision is to provide a contemporary administrative and finance solution connecting people, processes and systems for school communities now and into the future.

The Program values are:
• Integrity in all we do
• Open and transparent communication
• Collaborative approach – Shared goals and objectives
• Commitment and Cooperation
• Value all contributions
• Exceptional customer service.

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Key responsibilities

Specialist Services
• Provide high-level system support to schools and facilitate implementation of schools into the Kaartdijin solution.
• Provide high-level information, advice and support to schools in the effective onboarding of the Kaartdijin solution and provide solutions to issues and problems raised.
• Contribute to developing procedures, practices, standards and guidelines relating to the implementation of the Program Kaartdijin solution in schools .
• Assist with facilitating deployment and support strategies and coordinate appropriate business area activities.

Management and Branch Support
- Maintain operational aspects of corporate systems, including the development of system-wide procedures, practices, standards, methodologies and guidelines.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and Program goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Program.
- Represent the Program, as required, on Department committees and working parties.

Customer and Stakeholder Support and Liaison
- Establish and maintain effective communication networks and working relationships between schools, regional offices, central office and external stakeholders to ensure access to diverse specialist knowledge.
- Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated practical knowledge and understanding of system implementation operations and using application systems that support these operations.
2. Demonstrated practical skills and experience in providing system implementation support at an organisational and operational level.
3. Demonstrated ability to support customers through system implementation by responding to enquiries, resolving issues, and building user capability and confidence.
4. Demonstrated practical written, oral and interpersonal communication skills, with the ability to consult, negotiate effectively and maintain collaborative partnerships with internal and external stakeholders.
5. Demonstrated well developed ability to provide high-level customer-focused services.

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   29 January 2026
Reference   D26/0069925