



EDRMS Business Support Officer

Branch: Information Management Services
Directorate: Business Information Systems
Position Number: 00021892
Classification: Level 4
Physical Location: Perth (William Street)
Award/Agreement: Public Service Award & Public Sector CSA Agreement 2024

Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**, we get things done.



Looking after **ourselves** and supporting **others**.



Always open to **possibilities**.



Taking ownership, we **deliver**.

Overview of the directorate

Business Information Systems (BIS) manages the Information Technology functions, Information Management services and Information Communication and Technology (ICT) operating model and governance for DTMI.

Our vision is to be a valued business partner to enable DTMI to achieve its vision.

Our purpose is to support our clients' capability by providing tools that enable them to excel, secure environments to translate data to knowledge and expert technology advice to meet DTMI's vision.

Our strategic objectives:

1. Enable DTMI Customers.
2. Meet legislative and compliance requirements.
3. Make our applications enable our people.

4. Provide effective, efficient and reliable IT services.

We value our corporate partners and strive for excellence in service delivery.

Overall purpose of the role

Contributes to the development and maintenance of the Electronic Document Records Management System (EDRMS) configuration and administration. Provides advice, support, education and training for EDRMS end users at all levels with EDRMS and recordkeeping activities that support business requirements. Provides back up and support to the EDRMS Business Administrator Support Officer and the EDRMS Training and Support Officer as required.

Work description

- Assists with the ongoing development, implementation, testing and documentation of the EDRMS and system upgrades
- Liaises with system users at all levels regarding operation of the EDRMS and identifies areas that can be improved
- Researches and delivers improvements for the EDRMS
- Undertake investigations, analysis, data and function testing, for the implementation of system enhancements, changes and new developments
- Conducts audits on compliance with business rules established for the EDRMS
- Assists in the planning, implementation and monitoring of EDRMS education, training and development
- Establishes and maintains a first level problem solving determination service and ongoing advice and support for EDRMS users
- Maintains a level of awareness of developments in the information management industry and EDRMS

Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria:

Essential:

1. Communication skills - written and oral, with demonstrated ability to relate effectively with officers at all levels
2. Proficiency in researching, evaluating and analyzing data
3. Proven capacity to priorities work and meet targets
4. Capacity to work effectively in a team environment and contribute positively to the achievement of team goals
5. Experience in the administration of EDRMS

6. Proven commitment to providing a high-level customer service

Desirable:

1. Knowledge of the Objective EDRMS product suite

Reporting relationships

Manager Information Management Services, Level 7



Team Leader Information Management Strategy and Services, Level 6



This Position



Nil

Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position

Certification

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

Chief People Officer
People and Culture