



## Position Description

<b>Position Title:</b>	Asset Coordinator	<b>Classification Level:</b>	5
<b>Position Number:</b>	33831	<b>Reports to:</b>	Change and Release Configuration Manager, L6
<b>Directorate:</b>	Service & Invest	<b>Supervises:</b>	0 FTE
<b>Branch/Section:</b>	Technology Services / Service Integration	<b>Location:</b>	Perth Metropolitan Area

## Our Values

### Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

### Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

### Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

### Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

## Role Summary

The Asset Coordinator ensures that ICT software and hardware assets and services are managed in accordance with Department of Housing and Works (DHW) processes, policies and business needs.

Asset lifecycle activities are processed promptly and responsibly. The role ensures that asset data is current and accurate, with validation checks and audits carried out periodically as required. Discrepancies are resolved as needed.

Assisting staff with asset and service matters forms a significant part of the role, requiring liaison, training and consultation with a wide variety of stakeholders.

## Responsibilities

- Develop and maintain software and hardware standards, processes and procedures.
- Appropriate ticket management using a modern ITSM ensuring all actions are timely and sufficiently recorded.
- Management of ICT asset lifecycle including planning, acquisition, deployment, maintenance and retirement in compliance with relevant Department of Housing and Works (DHW) policies and procedures.
- Maintain registers and histories of ICT assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty, and maintenance) and verify that all are in a known state and location.
- Maintain accurate records of all mobile devices (such as Mobile Phones, Tablets and Satellite phones) in the asset register.
- Conduct periodic validation checks of software and hardware data, following up on discrepancies.



- Responsible for the procurement and contract management of ICT assets, as required.
- Assist stakeholders, service providers and internal and external clients with asset management activities.
- Create training material instructing staff in accessing and supporting the asset management process.
- Liaise with other process owners and functional areas.
- Assist with service management activities, including relationship management, service levels and monitoring and cost management.
- Identify opportunities for continual improvement of process and practices to aid self, team, and function in the delivery of services.
- Ensure the Asset team provides a high standard of customer service and promote and enable continuous improvement to customer service.
- Act to highlight and resolve potential instances of unauthorised assets.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leader.
- Perform other duties as required.

### Essential Requirements

- An understanding and knowledge of I&T asset management life cycle including the ability to manage the serviceability and support of DHW's ICT fleet of owned and / or leased equipment.
- Considerable experience within a customer service delivery environment, with the demonstrated ability to provide assistance, advice and process guidance to a range of stakeholders.
- Demonstrated ability to maintain, verify, validate and audit software licence, hardware asset and other configuration data in a timely and accurate manner.
- Well-developed communication, interpersonal and negotiation skills with ability to liaise and deliver a customer-centric service.

### Desirable Requirements

- Relevant tertiary qualifications.
- Knowledge of ITIL framework.

### Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.



- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

### **Pre-employment Requirements**

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

### **Certification**

Verified by: M. Trbojevic, Human Resources Consultant, April 2026

Classification Evaluation Date: July 2019