



Senior Project Support Officer – SIS Replacement ICT Governance and Planning

Position number	Generic
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 5
Reports to	Principal Consultant – Timetabling (ADMIN At Level)
Direct reports	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 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, Communications and Technologies (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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and the Customer Engagement Branch has responsibility for undertaking the primary, initial engagement with organisational and external stakeholders.

The Department is committed to a strategy to use technology to improve learning, teaching and management through the use of technology. A key component of this strategy is the Student

Information Management System (STIMS) team in delivering the SIS Replacement Project, a major software implementation project over the next three years to deliver a fully web based, enterprise School Information System (webSIS) to all of the Department's schools and sites.

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

Key responsibilities

Specialist Services

- Contributes to developing policies, practices, standards and guidelines relating to using SIS within the broader context of school operations and communicating these to schools.
- Manages the system review exercise for schools under their responsibility and assists in the specification of system enhancements and associated software testing.
- Maintains operational aspects of corporate systems, including the development of system-wide policies, practices, standards, methodologies and guidelines.

Branch Support

- Assists with the facilitation of software development, deployment and support strategies and coordinates appropriate business area activities.

Customer and Stakeholder Support and Liaison

- Provides high-level system support to schools and facilitates standardised usage of all School Administration modules of the SIS and any new school administration software packages.
- Provides high-level information, advice and support to schools in effective use of SIS and in determining and providing solutions to issues and problems raised.
- Facilitates appropriate training of key school staff.
- Establishes and maintains effective communication networks and working relationships between schools, regional offices, central office and external stakeholders.

Selection criteria

1. Demonstrated substantial knowledge and understanding of school administrative operations and the use of application systems that support these operations.
2. Demonstrated substantial skills and experience in providing application system support at an organisational and operational level.
3. Demonstrated ability to undertake software testing.
4. Demonstrated well developed written, oral and interpersonal communication skills, with the ability to consult, negotiate effectively and maintain collaborative partnerships with internal and external stakeholders.
5. Demonstrated ability to provide high-level customer-focused services.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 1 November 2019
Reference D19/0490921