

Systems Officer

Integration Build and Deployment

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| Position number | Generic |
| Agreement | Public Service and Government Officers CSA General Agreement 2017 (or as replaced) |
| Classification | Level 4 |
| Reports to | Team Leader School Information Systems (Level 7) |
| Direct reports | Nil |

Context

For information with respect to the Department go to the [Department](#) website.

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 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 Integration, Build and Deployment Directorate is the functional area responsible for Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has the responsibility for building, integrating and maintaining technical solutions to organisational challenges ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

Key responsibilities

Specialist Services

- delivers systems administration, access control, business assistance and support services to customers and client agencies, supporting project and operational activities
- undertakes analysis in relation to applications and liaises with other business units and external service providers to resolve administrative and operational issues
- responds to customer enquiries and provides innovative, workable solutions to a wide range of issues
- monitors, analyses and evaluates system scheduling, system access and utilisation and provides recommendations for improvements and to resolve issues
- prepares and delivers presentations on established programs to work groups
- provides support for, and participates in system enhancement and upgrade activities for a variety of stakeholders
- researches and evaluates existing and emerging system issues and develops recommendations to enhance existing software
- provides consultation, problem resolution and support in the design and development of specialised system queries and reports
- prepares and documents standard operating procedures, business processes and protocols pertaining to the use of various applications
- undertakes analysis that contributes to the development of parliamentary and ministerial responses.

Branch Support

- contributes to the Directorate achieving its goals and outputs
- participates in performance management activities to ensure development meets personal goals and business needs
- contributes 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
- contributes to change management projects relevant to the Branch.

Customer and Stakeholder Liaison

- develops and maintains productive relationships concerning corporate applications and systems
- contributes to the development and maintenance of a strong working relationship with principals and managers across the Department
- maintains a focus on customer service delivery and continuous improvement of services
- establishes and maintains collaborative working relationships and effective communication networks with internal and external stakeholders
- represents the Branch, as required, on EBS committees and working parties.

Selection criteria

1. Demonstrated sound skills and experience in the use and administration of large and complex corporate systems.
2. Demonstrated sound organisational skills, including the ability to deliver agreed results in a timely, efficient and customer-focused manner.
3. Demonstrated sound ability to provide client support and assistance through the development of online training and communication materials, including the ability to develop standard system operating procedures and documentation and to deliver system training, workshops or presentations.
4. Demonstrated sound ability to achieve outcomes and deliver quality products and services consistent with Department and school needs and defined quality expectations, including timeliness.
5. Demonstrated sound interpersonal and verbal communication skills to undertake consultation, collaboration, negotiation and build effective relationships with key internal and external stakeholders.
6. Demonstrated sound written communication skills, including experience in contributing to reports, briefing papers and responses to Senior Executive and/or Ministerial/Parliamentary requests.
7. Demonstrated sound analytical and conceptual skills to provide innovative solutions to complex problems.

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

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