Team Leader (Information Management Systems)

Integration, Build and Deployment

Position number	00040220
Agreement	[Public Sector CSA Agreement 2019](#) (or as replaced)
Classification	Level 7
Reports to	Manager, Solutions Development and Maintenance (Level 8)
Direct reports	Business Systems Administrator (Level 6) Computer Systems Support Officer (Level 5)

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 and Communication 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.

The Information Systems area leads the development and application support of the Department's existing School Information Systems, Teacher Registration Board of Western Australia Information Systems and other line of business systems, including management of contract resources to deliver required outcomes.

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

Key responsibilities

Specialist Services
- Lead and coordinate a team of systems and integration specialists to deliver services that meet the Department's needs, ensuring all phases of development and support are properly coordinated, scheduled, monitored, tracked, escalated and/or resolved.
- Prioritise and schedule work, allocate resources, monitor progress and support change management efforts.
- Oversee projects and ensure project initiatives are effectively planned, managed, implemented and monitored within the approved budget.
- Ensure development and support efforts meet quality standards, promote client satisfaction and adhere to service level agreements.
- Act as a point of contact for questions/issues and serve as an escalation point for solving complex issues or situations.
- Coordinate business analysis, process reviews and develop best practice and standards for information system, technology and telecommunication development purposes for the Teacher Registration Board of Western Australia and other line of business systems.
- Manage administration, maintenance and development of the Teacher Registration Board of Western Australia and other line of business systems.
- Manage the budget and cost-recovery related to development and support of the systems.
- Lead and/or participate in development projects, including planning, design, development, implementation and change management requirements of application, administration, security and integration enhancements.
- Undertake research to identify and analyse system issues and provide solutions to address the business needs of the Department and client agencies.
- Monitor and report on the development and maintenance of associated systems and support programs.

Management and Branch Support
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute 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.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Management and Liaison
- Provide high-order strategic advice to stakeholders in relation to information systems and other associated systems performance.

- Consult with internal and external stakeholders to implement initiatives for business developments and improvements that comply with the ICT strategy and business requirements.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Provide advice and specialist support, as required, to ICT leaders on Departmental and across Government committees and working parties.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships within ICT to ensure access to diverse specialist knowledge.
- Represent the Branch, as required, on Directorate committees and working parties.

Selection criteria

1. Demonstrated highly developed project management skills and experience in administration, user support and development of integrated information systems and other associated systems in a large complex organisation.
2. Demonstrated highly developed leadership, planning and change management skills with the ability to coordinate and deliver strategic outcomes.
3. Demonstrated substantial experience and technical knowledge related to technology and systems development and architecture in a complex enterprise computing environment.
4. Demonstrated highly developed written, oral and interpersonal skills with the ability to build effective relationships and networks and undertake high level consultations, collaborations and negotiations.
5. Demonstrated highly developed conceptual and analytical skills and experience in providing innovative solutions to strategic and complex problems and issues.

Eligibility and training requirements

Employees will be required to:

- hold a tertiary qualification in an information technology/management or related discipline or equivalent extensive experience
- hold one or more recognised qualifications or vendor certifications in applications design, coding or integration or project management or equivalent extensive experience
- 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   25 May 2020
Reference   D20/0244758