



Business Systems Administrator

Integration, Build and Deployment

Position number	00040279
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Team Leader (Information Management Systems) (Level 7)
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 and communication 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.

The Integration, Build and Deployment Directorate is the functional area responsible for Application 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.

Users are assisted by the Solutions Development and Maintenance Branch in areas of system administration and support, problem resolution, systems development and maintenance, enhancements and training.

The Team is responsible for maintaining the integrity of the system, security and user access arrangements and the development and maintenance of information management systems.

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

Key responsibilities

Specialist Services

- Plan, monitor and manage the administration of the Teacher Registration Board of Western Australia (TRBWA) information systems and other line of business systems from an applications systems perspective.
- Develop and maintain knowledge of client business processes in relation to teacher registration and makes an active contribution to the improvement of these processes through the development of TRBWA information systems and other line of business systems.
- Analyse business processes to identify opportunities for improvement and design, develop and implement new and enhanced processes through the TRBWA information systems and other line of business systems.
- Undertake elements of project management for business process changes (whether legislative, industrial, policy or administratively based) for TRBWA information systems and other line of business systems related projects.
- Plan and manage systems administration, access control, business assistance and support services to customers and client agencies, supporting project and research-based activities, and the implementation of change strategies associated with the TRBWA information systems and other line of business systems.
- Undertake research in relation to TRBWA information systems and other line of business systems and liaise with other business units and external service providers to resolve administrative and operational issues.
- Monitor, analyse and evaluate system trends, system access and utilisation, and provide recommendations for improvements and to resolve issues.
- Research and evaluate existing and emerging industry standards and practises and develop recommendations to enhance existing software.
- Investigate, analyse and manage complex issues, policies and practices associated with TRBWA information systems and other line of business systems projects and programs in order to identify and alleviate potential problems and to develop appropriate solutions.

Branch Support

- Ensure that the TRBWA information systems and other line of business systems and data requirements developed and implemented in the ICT Integration Build and Deployment Directorate are translated into the appropriate architecture (in accordance with the Enterprise and Solutions Architecture).
- Ensure effective data security management (in accordance with Enterprise Security) of TRBWA information systems and other line of business systems developments, interfaces, application specific configurations, integrations and implementation.
- Ensure that statutory, regulatory, whole-of-government and organisational security policy requirements are followed, understood, documented, disseminated and appropriately implemented.
- Influence ICT's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Branch especially in relation to the TRBWA information systems and other line of business systems.
- Contribute to the strategic management and leadership of the Directorate.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and ICT goals and facilitates accomplishment of designated roles and deliverables.
- Maintain a strong focus on customer service delivery and continuous improvement of services.

Client and Stakeholder Liaison

- Provide advice to the manager, senior managers and other key stakeholders in relation to the Department's future direction and planned changes.
- 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.
- Represent ICT, as required, on Department and across-Government committees and working parties.

Selection criteria

1. Demonstrated well developed skills and experience in supporting, configuring and integrating information system in a large and complex organisation.
2. Demonstrated well developed knowledge of functional elements and operations of information systems, including the integration and exploitation of system services and functions by other systems.
3. Demonstrated considerable experience in an application systems management/administration role.
4. Demonstrated considerable knowledge and experience to contribute to the development of ICT strategy, standards, practices and innovation.
5. Demonstrated well developed verbal and written communication and interpersonal skills to effectively liaise with key internal and external stakeholders and build strong relationships.
6. Demonstrated well developed skills and experience in recognising opportunities to enhance product/service delivery and capitalise on these through effective change strategies.
7. Demonstrated well developed 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

Date 10 March 2020
Reference D20/0137666