



## Process Support Officer

### ICT Service - Corporate

<b>Position number</b>	00038378
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Manager Service Levels (Corporate) (Level 7)
<b>Direct reports</b>	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 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.

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 ICT Service - Corporate branch is part of the ICT Division and is the primary entry point to ICT for any responses to operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers, in many respects, it is the 'face' of ICT.

## Key responsibilities

### Specialist Services

- Develop, coordinate and maintain internal procedures for the implementation of service management processes and endorsed methodologies.
- Update and maintain ICT Intranet pages.
- Assist with the organisation and scheduling of training sessions relevant to ICT stakeholders.
- Assist with general administration requirements of ICT Service – Corporate, as required.

### Branch Support

- Schedule and facilitate a range of regular process meetings.
- Prepare and circulate reports and documentation for meetings, follow up on agreed actions, and record and distribute meeting minutes.
- Update risk and issue log using Departmental information management processes.
- 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.
- Represent the Directorate, as required, on Division committees and working parties.

### Customer and Stakeholder Support and Liaison

- Generate and circulate process reports and plans to stakeholders
- maintains a focus on customer service delivery and continuous improvement of services
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

## Selection criteria

1. Demonstrated sound understanding and experience with methodologies, standards and tools applicable to effective process management, including the ability to participate in, and assist with, ICT service delivery and support processes.
2. Demonstrated sound conceptual and analytical skills, including the ability to identify and assist in the resolution of problems.
3. Demonstrated sound communication and interpersonal skills with the ability to work constructively as part of a team.
4. Demonstrated sound computer and business application software skills.

## 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 25 August 2020  
Reference D20/0424893