

Support Officer – Intranet Services

Ikon Services

Position number	00039121
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 4
Reports to	Manager, Intranet Services (Level 8)
Direct reports	Nil

Context

The Communications and Media Directorate provides a range of services to all sections of the Department and is responsible for:

- internal communications
- providing strategic communications and marketing advice
- major advertising campaigns and strategies
- media management and crisis communications
- corporate identity management
- developing, implementing and evaluating specific programs and activities.

The focus of Communications and Media is to ensure all activities enhance the image and reputation of the Department and promote WA Government initiatives in education.

The Department's intranet (Ikon) provides a single entry point for staff to access everything they need to do their job and everything to support them as a staff member. Ikon enables staff access to information, services and processes provided by the Department.

The intranet team:

- manages day-to-day operations of the intranet
- provides mentoring and support for content creation to Department business areas
- evaluates and coordinates the work of subject matter experts and content authors to ensure that organisational objectives are met and a high degree of effectiveness and quality are maintained
- reviews and edits content in accordance with the Intranet Content Governance Framework, strategic communications goals and best web practices
- builds capacity and develops skills in trained and new content authors
- manages intranet content and promotional features on the home page
- increases awareness of and makes recommendations to staff and senior executive about new opportunities for the intranet
- works with ICT web teams to maintain the visual design, site navigation and site content

- manages the development of new features and functionality to meet the requirements of business areas.

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Key responsibilities

- Contribute to the business and planning activities of Ikon Services.
- Provide content management system support and advice to stakeholders.
- Develop, review and quality assure content for the Department's intranet.
- Assess and resolve queries and escalate issues to senior project officers and principal project officers, as appropriate.
- Assist with developing and delivering presentations and workshops, and preparing support materials.
- Provide executive support to Ikon Services staff, including setting up meetings, preparing agendas, collating information and taking minutes.
- Develop effective working relationships with stakeholders to support the efficacy of the intranet and to support Ikon Services team members.
- Develop and maintain databases and systems to ensure accurate reporting and recordkeeping is maintained for the branch.
- Monitor and review data and provide reports on findings to key stakeholders.
- Work with the Ikon Services team on priorities and initiatives to ensure strategic and business goals are achieved. .

Selection criteria

1. Demonstrated well developed oral and interpersonal communication skills, including the ability to work collaboratively with individuals at all levels.
2. Demonstrated considerable experience in writing communications for a range of purposes and audiences, in particular for online platforms.
3. Demonstrated well developed research, conceptual and analytical skills, including the ability to develop solutions to problems and issues.
4. Demonstrated well developed organisational, planning and customer service skills, including the ability to contribute to team outputs and targets in a customer-focussed environment.

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 11 August 2021
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