



## Systems Officer (HR) Education Business Services

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Service and Government Officers (CSA) General Agreement 2017</a> or as replaced
<b>Classification</b>	Level 4
<b>Reports to</b>	Team Leader Systems (HR) (Level 7)
<b>Direct reports</b>	Nil

### Context

Delivery of Information, Communication and Technologies (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

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.

The HR Systems Team is responsible for managing and administering the Department's human resource management information system (HRMIS) and other HR systems. HRMIS executes the Department's payroll and contains other human resources information and data for the total workforce. Users are assisted by the Solutions Development and Maintenance Branch in areas of system administration and support, problem resolution, systems 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 HR-Payroll systems.

For further information please visit: [education.wa.edu.au](http://education.wa.edu.au).

## Key responsibilities

### Specialist Services

- Monitor, analyse, and evaluate system scheduling, system access and utilisation, and provide recommendations for improvements and to resolve issues.
- Prepare and deliver presentations on established programs to work groups.
- Undertake research in relation to HRMIS transactions and liaise with other business units and external service providers to resolve administrative and operational issues.
- Research and evaluate existing and emerging human resource system issues and develop recommendations to enhance existing software.
- Prepare and document standard operating procedures and protocols pertaining to the use of human resources applications.
- Develop test plans and test cases and undertake business and system testing of the HRMIS, including interfacing with other information systems.

### Management and Branch Support

- Develop and maintain the section's communication program.
- 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 Directorate.
- Represent the Directorate, as required, on Division committees and working parties.

### Customer and Stakeholder Support and Liaison

- Deliver systems administration, access control, business assistance and support services to customers, supporting project and research-based activities and the implementation of change strategies associated with the HRMIS application.
- Respond to customer enquiries and provide innovative, workable solutions to a wide range of issues.
- Provide support for, and participate in, system enhancement and upgrade activities for a variety of stakeholders.
- Provide consultation, problem resolution and support in the design and development of specialised system queries and reports, using existing reporting tools, database and spreadsheet applications.
- Maintain 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 considerable skills and experience in the use and administration of large and complex human resource management information and payroll systems, including the application of human resource management legislation and policy to support quality outcomes.
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 communication materials, including the ability to develop standard system operating procedures and documentation and/or to deliver system training, workshops or presentations.
4. Demonstrated sound written, verbal and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels and work collaboratively and constructively with team members and clients.
5. Demonstrated sound ability to research, evaluate and interpret end user information requirements, and to develop appropriate suggestions to assist clients with the development of business processes in relation to HR-Payroll systems.

## 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 October 2019  
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