

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

TECHNICAL

- Performs ongoing support and maintenance of the Department's Intranet and Internet sites across various CMS platforms and key applications within the M365 suite, particularly SharePoint Online.
- Proficiency in use of tools such as MS Teams, PowerBI, Power Automate, Forms and/or industry equivalents that support reporting and workflow will be required.
- Assists with the technical design, development and publication of online content on the Department's websites in consultation with other business areas.
- Assists with projects related to website development, testing web applications, graphic design, documentation
- Maintains up to date knowledge of current technical developments and industry trends in relation to website, design, the production of online materials and the use of M365.
- Assists with the governance and management of user permissions, access issues and other related enquiries.
- Trains and assists online content providers in their use of relevant web-based systems and applications such as MS Teams.
- Maintains user manuals, web policies and procedures, and ensures compliance with State Government requirements, industry standards, risk management and best practice website guidelines (e.g. Website Content Accessibility Guidelines – W3C).
- Undertakes analytical research as required in relation to online products and functionalities.
- Liaises with and maintains effective working relationships with a variety of clients, stakeholders, external suppliers and other design and web professionals.

BRANCH

- Participates as a member of the Online Services team
- Engages in consultation and collaboration with Infrastructure and Applications support teams within DFES
- Provides direction, guidance and technical expertise to stakeholders
- Provides relevant technical expertise on technology projects as required

OTHER

- Provides specialist advice to the Organisation, principally the Manager Online Services, on trending requirements in the business and the feasibility and suitability of proposed solutions
- Represents the Branch and/or manager at meetings as required
- Maintains knowledge of relevant industry standards, trends and practices
- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and, resolving health and safety issues and promoting a safe place of work.
- Actively participates in managing own psychological wellbeing.
- Undertakes other duties as directed

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL PREREQUISITE

1. Possession of a relevant industry or tertiary qualification or demonstrated active progression towards same
2. Possession of ITIL Foundation for Service Management certification (v4 preferred)

ESSENTIAL CRITERIA

1. Demonstrated experience and ability in Web and User Experience design, development, maintenance and evaluation, preferably with technologies such as SharePoint on premise/Online, CMS products and the M365 application suite. Including demonstrated Graphic Design and image formatting capabilities.
2. Demonstrated experience and ability in providing access and permission support to a range of users (both internal and external) across a variety of online applications.
3. Demonstrated experience and ability in building and sustaining productive relationships with a diverse range of internal and external stakeholders, communicating proactively and effectively influencing and negotiating desired outcomes
4. Demonstrated conceptual, analytical and problem-solving skills pertaining to the delivery of online services

POSITION INFORMATION

LOCATION: Cockburn Central

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

CERTIFICATION

| Version | Description | Classification Approval Date | Registered Date |
|---------|--------------|------------------------------|-----------------|
| V3 | JDF Creation | August 2019 | August 2019 |
| V4 | Updated JDF | N/A | 9 November 2021 |

JDF REGISTRATION – RECRUITMENT USE ONLY