



Contract Support Officer, ICT Services

ICT Risk and Resource Planning

Position number	00042759
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 4
Reports to	Contract Manager, ICT Services (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.

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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative.

Resource Planning is undertaken to ensure that ICT resource (including staff and equipment) contributions to projects and work are understood and reported on a regular basis. This fosters improved project delivery through optimum use of resources as well

as enabling decisions concerning changes to work and other priorities to be properly resourced and the implications to be understood and managed.

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

Key responsibilities

- Provide support for contract management functions associated with governance, procurement and performance matters.
- Produce Statements of Work for Department business areas procuring services under ICT services contracts.
- Undertake reviews of Statements of Work for Department business areas.
- Ensure Statements of Work are complete and, where necessary, liaise with relevant stakeholders to clarify information.
- Consolidate data, information and evidence for assessments and prepare analytical and evaluative reports with preliminary recommendations for review by the Contract Manager, ICT Services.
- Assist in the periodic review of systems, processes, performance and artefacts relating to ICT Services contracts.
- Provide information and advice to Department business areas on Statement of Work matters.
- Assist in the review, implementation and communication of, policy and procedures related to ICT contract management, administration and procurement.
- Assist in the preparation of reports, Ministerial responses and other documentation as required by the Contract Manager, ICT Services.
- Maintain systems and databases for monitoring compliance and assessment activities.
- Collaboratively support team members on shared priorities and initiatives to achieve Directorate outcomes.
- Establish and maintain effective working relationships with internal and external stakeholders and clients.

Selection criteria

1. Demonstrated skills in managing multiple priorities and in accordance with legislation, policy and procedures in a contractual performance and/or compliance environment.
2. Demonstrated relevant interpersonal and communication skills including the ability to consult, collaborate and liaise effectively with stakeholders.
3. Demonstrated written communication skills, including the ability to prepare preliminary reports, correspondence, minutes and briefing notes and clearly explain information and issues.
4. Demonstrated skills in research, planning and analysis and the ability to contribute to the development of quality systems and processes.

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 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 31 August 2022
Reference D22/0660240