



Principal Systems Officer (Finance Applications Specific Configuration (ASC)) Integration, Build and Deployment

Position number	00020358
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 6
Reports to	Team Leader Systems (Finance) (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.

The Integration, Build and Deployment Directorate is the functional area responsible for 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.

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

Key responsibilities

Specialist Services

- Administer the integrated Oracle eBusiness suite which includes:
 - system security and configuration,
 - user management, and
 - establishing modules to meet business needs arising from new or changed requirements.
- Maintain change management procedures and documentation.
- Maintain the Oracle eBusiness suite and business as usual (BAU) activities through the diagnosis and resolution of system application problems, including consultation and liaison with database administrators, Unix and server administrators, Oracle Support and other service providers for assistance to resolve such problems.
- Devise work around solutions, test patch fixes, design and manage user acceptance tests and manage patch migrations.
- Provide high level advice and level 3 support to users of various applications including the Oracle eBusiness suite and Oracle Apex, liaising with internal and external ICT teams and escalating where required.
- Identify opportunities for process improvements which maximise the efficient and effective use of the Oracle eBusiness suite.
- Contribute to and assist in managing and implementing initiatives and projects.

Branch Support

- 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 Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Liaise with various business areas to assess and implement enhancements requests from policies, processes, accounting, finance, and legislation perspective.
- 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 substantial experience in the administration, maintenance, support and development of an Enterprise Resource Planning system, particularly the Oracle eBusiness suite, in a large and complex organisation.
2. Demonstrated highly developed innovation, conceptual, analytical and problem solving skills in relation to Enterprise Resource Planning systems and business processes.
3. Demonstrated highly developed planning and organisational skills in the management of resources and timelines, including the ability to manage subordinate staff.
4. Demonstrated highly developed communication and interpersonal skills with the ability to undertake high level consultations, collaborations and negotiations.
5. Demonstrated considerable knowledge of, and substantial experience in, financial and accounting principles, concepts and practices.

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 30 November 2022
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