



## Customer Support and Training Officer

### Corporate Information Services

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Coordinator, Recordkeeping Programs / Coordinator Information Access (Level 6)
<b>Direct reports</b>	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.

The Business and Customer Services (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services Branch works to improve information quality, accessibility, reliability and security to support departmental business. is responsible for the provision of records management, Freedom of Information (FOI) and Library services.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

### Specialist Services

- Liaise with system users regarding operation of the Department's Electronic Document and Records Management System (EDRMS) and is responsible for effective delivery of training on EDRMS.
- Provide technical support in correctly using EDRMS to Departmental staff.
- Monitor service calls and identify reoccurring customer issues with EDRMS, investigate possible resolutions, implement appropriate solution or escalates, as required, and alert stakeholders.
- Assist with ongoing development, testing and documentation of EDRMS implementation and system upgrades.

### Branch Support

- Identify trends in customer records management enquiries, alert appropriate management and contribute to improving customer support.
- Provide regular statistical reporting on use of EDRMS and customer enquiries.
- 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.
- Is responsible for ensuring that customer support training manuals and materials (both hardcopy and online) are reviewed and maintained regularly.

### Customer and Stakeholder Support and Liaison

- Provide advice and guidance to Department staff in all areas of records management according to the approved Retention and Disposal Schedules, State Government General Disposal Authorities and Records Management policies and procedures.
- Provide guidance to the general public requesting information from the Department.
- Provide advice and services in a state-wide capacity.
- 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 sound oral and written communication skills, including strong telephone communication skills, ability to liaise effectively with individuals at all levels and provide excellent service to clients.
2. Demonstrated sound interpersonal skills with the ability to work effectively and constructively as part of a team.
3. Demonstrated sound knowledge and understanding of the legislative framework and concepts governing state government recordkeeping.
4. Demonstrated sound analytical skills, including the ability to identify and resolve problems and exercise initiative.

## 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 July 2020  
Reference    D20/0334371