Manager, ICT Corporate Systems
ICT Integration Build and Deployment

Position number	00044155
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 8
Reports to	Director Integration, Build and Deployment (Level 9)
Direct reports	Various

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 and Communication 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 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.

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

Key responsibilities

Leadership and Management
- Ensure the effective development, integration, interfacing and initial deployment of technology solutions covering a range of products and services.
- Determine when upgrades, updates and patching is undertaken within the Branch and with the assistance of Operations and Customer Services, implement them.
- Develop, maintain and apply testing and software assurance policies, processes and procedures both with internal teams and external contractors.
- Construct and coordinate all test plans within ICT either by using internal or external technical resources.
- Influence ICT's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Branch.
- Contribute to the strategic management and leadership of the Directorate.
- Develop plans and systems to support/enable/monitor achievement of the Directorate's vision and imperatives in alignment with divisional objectives.
- Deploy Branch resources including people, financial, physical and information to ensure they are available to address the Directorate's strategic plans, contractual obligations and other organisational priorities.
- Provide leadership, supervision and performance management of staff and encourage and assist with the development and implementation of strategies to ensure effective, accurate and transparent development, integration and testing services.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and department policy.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and ICT goals and facilitates accomplishment of designated roles and deliverables.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Lead and oversee change management projects relevant to the ICT and/or the Branch.

Client and Stakeholder Management
- Provide high-level advice to the Chief Information Officer, ICT Directors and senior managers in relation to ICT solutions development and maintenance and testing and assurance functions.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.
- Represent ICT, as required, on departmental and across Government committees and working parties.

Specialist Services
- Enable the delivery of solutions to allow mobile and platform independent end user consumption through the effective use of adaptive and responsive design and build methods.
- Deliver a framework of solutions and services that allow more flexible and rapid deployment of business solutions rather than specific application-centric solutions.
- Ensure that testing approaches are appropriately comprehensive, that evidentiary trails of testing outcomes and plans are maintained and that the approach to testing across all environments is refreshed and reflective of changing circumstances.

- Investigate, analyse and manage complex issues, policies and practices associated with departmental projects and programs in order to identify and alleviate potential problems and to develop appropriate solutions.

Selection criteria

1. Demonstrated high-level experience and skills in constructing, integrating, interfacing and configuring ICT applications, systems and products to meet business needs.
2. Demonstrated high-level knowledge of and experience in driving the development of ICT strategy, standards, practices and innovation.
3. Demonstrated high-level leadership skills to manage human, physical and financial resources within an ICT environment.
4. Demonstrated high-level verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
5. Demonstrated high-level skills and experience in recognising opportunities to enhance product/service delivery and capitalise on these through effective change strategies.
6. Demonstrated high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.
7. Demonstrated high-level analytical and conceptual skills with the ability to provide innovative solutions to complex problems.

Eligibility and training requirements

Employees will be required to:

- hold a tertiary qualification in an information technology/management or related discipline or equivalent extensive experience
- hold one or more recognised qualifications or vendor certifications in applications design, coding or integration and/or Change Management or equivalent extensive experience
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter
- 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   13 November 2023
Reference   D23/1820386