Position Description

Position Title:	Web Services Administrator	Classification Level:	5
Position Number:	00030913	Reports to:	00008896, Manager Corporate Systems Support, L7
Directorate:	Service and Invest	Supervises:	Nil FTE
Branch/Section:	Technology Services / Application Support	Location:	Perth Metropolitan Area

Our Vision

We serve Western Australia to deliver what is needed today to achieve a better tomorrow

Our Purpose

To lead and deliver services on behalf of the Government and for the benefit of the community

Empathy   Collaboration   Growth   Clarity

Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values are **Clarity, Empathy, Collaboration** and **Growth**.

As a central government agency with a State-wide presence, Finance leads and delivers services to the Government, public sector agencies and the community, and places customers at the centre of its focus.

Services include strategic policy advice, building and managing major community infrastructure and government office accommodation, leading, and supporting government procurement, collection of revenue and administration of grants and subsidies, and delivery of corporate services.

Role summary

The Web Services Administrator is responsible for the effective delivery of web services and associated systems. This involves coordinating projects to support the efficient delivery of departmental web services and implementing strategies that enhance the quality and accessibility of web content within the Department and for our customers.

Your responsibilities

The successful applicant will be expected to:

Best Place to Work

- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture, including actively identifying opportunities to build positive organisational culture.
- Understand and consider departmental objectives, and customer needs in work activities to inspire excellence.
- Contribute to the environment that enables members to flourish, embrace diversity, flexibility and opportunity to deliver fit-for purpose services aligned with Finance objectives.
- Ensure resources are used efficiently and effectively.
- As a member of the Application Support team, demonstrate initiative and be accountable for your work outputs and proactively contribute to the efforts of the team.
- Participate in and embrace coaching, feedback and capability building; and take initiative in personal growth and development.

Customer Centric

- Work proactively with customers/stakeholders to facilitate the delivery of relevant, contemporary and professional services and governance.
- Work collaboratively to achieve common goals, best practice and facilitate continuous business improvement and innovation.
- Ensure meaningful and appropriate communication with all customers and stakeholders.
- Work with Manager to develop and implement practices that deliver customer centric services required in an ever-changing environment.
- Engage and work proactively with customer to support/develop contemporary strategies and policies by identifying and implementing solutions to real-world Web System Support situations.
- Regularly confirm customer/stakeholder expectations to ensure that deliverables are high-quality, fit-for-purpose and aligned with Finance objectives.

Outcomes Focused
- Initiates and develops policy recommendations and procedures for the management of web-based information systems.
- Contributes to the development of business improvement strategies and operational plans to deliver departmental information services.
- Establishes information frameworks, standards and business rules for internal quality assurance to ensure the Department maintains best practice in website development.
- Administers the Department's web content management Systems to control the production and ongoing development of departmental websites.
- Monitors the Department's websites to ensure consistency in design, content and style.

- Arranges change control for promotion of website changes between environments.
- Leads and coordinates the development and implementations of uniform metadata standards.
- Ensures information is retained for compliance with statutory requirements.
- Supports project managers in the design, build and maintenance of web related services
- Liaises with internal and external stakeholders to ensure that the Department's web systems are responsive to communication strategies.
- Liaises with Change Management (ICT) to coordinate, test and sign off on department intranet projects.
- Provides a consultancy and information management service to internal business units and external stakeholders.
- Develops, delivers and reviews training programs in the effective use of information and knowledge delivery systems.
- Maintains up-to-date knowledge of trends and best practice in website management.
- Develops and maintains an awareness of emerging technologies for assessment and potential implementation.
- Ensures the Department's intranet is WCAG 2.0 compliant and are developed according to the State Government's Digital Services Policy Framework.
- Perform other duties as directed.

What you need to bring to this role

To be read in the context of the preceding sections of this document. A clear demonstration of how you align with the Department's values is a prerequisite for appointments.

Essential

Shape and Manage Strategy

You will have well developed research, analytical and problem-solving skills with the ability to recognise and contribute to the achievement of organisational goals.

Proven IT and website knowledge and experience, including internet technologies, web content management systems, information architecture, usability and user centred design.

Knowledge of, and experience in the project management and support of strategic information systems, including research, planning, development, testing and promotion.

Achieve Results

You will have the ability to establish task plans and simple project plans with measurable milestones to deliver objectives and work within agreed priorities.

You will have well developed organisational skills with the ability to manage competing priorities and resources to achieve quality outcomes.

Build Productive Relationships

You will have demonstrated ability to work collaboratively and inclusively to build effective relationships and contribute towards a positive team environment.

Exemplify Personal Integrity and Awareness

You will have demonstrated self-awareness, accountability and commitment to contribute to departmental values in the delivery of quality outcomes.

Communicate and Influence Effectively

You will have a well-developed communication, interpersonal and negotiation skills with ability to liaise and deliver a customer-centric service.

<u>Desirable</u>

Relevant tertiary qualifications.

Knowledge of government initiatives and direction in the provision of digital services.

Pre-employment requirements

Australian Permanent Residency status is a minimum requirement for permanent appointment to the WA Public Sector. However, for appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.

Appointment is subject to:
-        100 point identification check; and
-        Criminal Records Screening clearance

Special equipment/requirements

Nil

Certification

Verified by: D.Paul, Senior HR Consultant, December 2023

Classification Evaluation Date: March 2018