



Team Leader Systems (Enterprise)

Integration, Build and Deployment

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| Position number | 00040721 |
| Agreement | Public Sector CSA General Agreement 2019 (or as replaced) |
| Classification | Level 7 |
| Reports to | Manager, Solutions Development and Maintenance (Level 8) |
| Direct reports | Systems Officer (Level 4) |

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 communication and 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

- Manage the development, support and maintenance of the Department's Enterprise Systems.
- Manage enterprise systems resources, including designing, creating and maintaining processes to meet organisational goals and objectives.
- Prepare business cases, budget and cost information to deliver services and meet organisational goals and objectives.
- Lead and facilitate planning, analysis, design, development and implementation of enterprise systems projects, including application enhancements, administration, system security, integrity and change management arrangements.
- Undertake research to identify and analyse system issues and provide solutions to address the business needs of the Department and client agencies.
- Monitor and report on the development and maintenance of enterprise systems and support programs.

Management and Branch Support

- Lead and coordinate a team of enterprise systems specialists and contracted technical resources to deliver 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.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitate accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Support and Liaison

- Consult with internal and external stakeholders to implement initiatives for business developments and improvements that meet business, management and reporting requirements.
- Provide high-order strategic advice to stakeholders in relation to enterprise systems.
- Provide representation on internal and external committees and working parties
- 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 high-level project management skills and experience in development, support and maintenance of integrated Enterprise Systems in a large and complex organisation.
2. Demonstrated highly developed leadership, planning and change management skills, with the ability to coordinate and deliver strategic outcomes.
3. Demonstrated highly developed written, oral and interpersonal skills with the ability to build effective relationships and networks and to undertake high level productive consultations, collaborations and negotiations on complex issues.
4. Demonstrated highly developed conceptual, analytical and problem solving skills and experience in applying innovative solutions to complex problems and issues.
5. Demonstrated substantial knowledge and understanding of Solutions Development Life Cycle and integration principles 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 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 21 September 2020
Reference D20/0501638