



Manager Service Levels (Schools) ICT Operations and Customer Service

Position number	00020030
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 7
Reports to	Director, ICT Operations and Customer Service
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 ICT Operations and Customer Service Directorate is part of the ICT Division and is the primary entry point to ICT for any responses to operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers in many respects it is the 'face' of ICT.

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

Key responsibilities

Specialist Services

- Ensure IT Service Management (ITSM) processes are developed, supported and maintained to provide continued delivery of quality ICT consultancy and support services to customers.
- Establish a management framework to facilitate planning, implementation, review and analysis of ICT processes in accordance with best practice standards and benchmarks.
- Lead development, implementation and evaluation of guidelines, procedures and service standards.
- Ensure ICT services are aligned with agreed business needs.
- Ensure ICT implements and achieves continual quality improvement initiatives.
- Ensure ICT achieves responsible cost and asset management.
- Manage physical resources, including the design, creation and maintenance of workflows to meet organisational goals and objectives.
- Manage financial resources, including preparing business cases, budget and cost information to meet organisational goals and objectives.
- Monitor, evaluate and report on the service delivery in accordance with agreed delivery standards.

Management and Directorate 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.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Contribute to service management projects relevant to the Directorate.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Represent the Directorate on committees and working parties as required.

Customer and Stakeholder Support and Liaison

- Maintain a focus on customer-service delivery and continuous improvement of services.
- Ensure that ITSM processes are followed within a service delivery context, including project and operational tasks adhering to ITSM guidelines.
- Develop and maintain effective communication links and working relationships to facilitate access to diverse specialist knowledge.
- Provide a coaching role to project and operations staff.

Selection criteria

1. Demonstrated highly developed conceptual and analytical skills with a proven ability to provide innovative thinking in developing and implementing organisational changes and trends within the work environment.
2. Demonstrated highly developed communication and interpersonal skills, including negotiation, facilitation and consultation skills and the ability to deal with individuals at all levels.
3. Demonstrated substantial knowledge and understanding of best practice IT Service Management and the ability to translate technical requirements and specifications into easily understood business concepts.
4. Demonstrated substantial knowledge of and experience in contract and/or supplier management.
5. Demonstrated highly developed skills and experience in successfully developing and managing innovative and complex projects.
6. Demonstrated highly developed people management skills.

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
- 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 1 June 2021
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