



Manager Service Levels (Corporate)

ICT Operations and Customer Service

Position number	00038185
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 7
Reports to	Director, ICT Operations and Customer Service (Level 9)
Direct reports	Process Manager x 3 (Level 6) Finance and Human Resources Systems Support Team Leader (Level 5) Systems Support Officer (Level 3) Process Support Officer (Level 3)

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 technology (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 ICT Operations and Customer Service is part of the ICT Division and is the primary entry point to ICT for any responses top 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

- Develop, maintain and improve business-aligned ICT services through a constant cycle of monitoring, reporting, reviewing and documenting ICT services and service level achievements.
- Ensure service targets are agreed and documented in Service Level Agreements.
- Negotiate, obtain agreement, analyse, review and maintain Service Level Agreements with customers and Contractual Agreements and contracts with the suppliers.
- Facilitate the forward progression of the Department's service-based ICT structure focussing on the delivery of quality ICT services to meet the Department's business needs.
- Develop and maintain a framework that provides a clear direction to achieve organisational, operational and process improvement in line with business goals and service excellence.
- Provide efficient, high-quality support to develop, implement, maintain and improve the Department's computing infrastructure and applications.

Management and Branch Support

- 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 facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Directorate.
- Represent the Directorate, as required, on committees and working parties.

Customer and Stakeholder Management and Liaison

- Provide high-quality IT services to customers.
- Actively and effectively engage with stakeholders across the organisation regarding IT service management (ITSM) processes and to ensure the continuation of the maturity and scope of ITSM across the department.
- Ensure processes and procedures are developed and implemented to induct and educate Department staff and contractors on ICT operations.
- 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 highly developed communication and interpersonal skills, including the ability to undertake high-level negotiations, collaborations and consultations.
2. 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 and vice versa.
3. Demonstrated highly developed skills and substantial experience in undertaking contract and/or supplier management.
4. Demonstrated highly developed strategic management skills, including the use of innovation in service delivery.

5. Demonstrated highly developed project management skills, including project planning, coordination, implementation and evaluation.
6. Demonstrated highly developed conceptual and problem management skills, including understanding of statistical and analytical principles and processes and the ability to lead system improvements and provide high level solutions.

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

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