



## Program Manager, Student Information Management System

<b>Position number</b>	00017059
<b>Agreement</b>	<a href="#">Public Sector CSA General Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 8
<b>Reports to</b>	Director, ICT Operations and Customer Service (Level 9)
<b>Direct reports</b>	STIMS Project Team

### Context

For information with respect to the Department go to the [Department](#) website.

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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and the Customer Engagement Branch has responsibility for the undertaking the primary, initial engagement with organisational and external stakeholders.

### Key responsibilities

The Program Manager, Student Information Management System has end of line responsibility for implementation of School Information Systems via the Student Information Management System (STIMS).

- Identify and analyse key business areas and major corporate proposals to improve productivity and management.
- Recommend and cost human and physical resource requirements.
- Manage, direct and evaluate STIMS across the Department.
- Provide professional advice and support on implementation projects within the Team and Business Area teams.
- Participate on and/or support committees and working parties related to the STIMS.
- Actively participate in, and contribute to, the Department goals and objectives.
- Develop and review corporate policies, strategies, standards and procedures within the project and for the Department as a whole.
- Develop programs, strategies and action plans to evaluate the effectiveness of implemented initiatives.
- Is involved in identifying and analysing issues of importance, or having major business impact, or complex specialised application, particularly where few guidelines exist and where considerable initiative or specialist knowledge is required.
- Develop and recommend solutions, including detailed programs, strategies and action plans.
- Lead and coordinate project teams by providing advice, guidance, direction and evaluation of results.
- Manage school management system contracts and the procurement of any future system.
- Is responsible for the management of the STIMS Branch.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant Industrial Instruments and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

### **Selection criteria**

1. Demonstrated highly developed oral, written and interpersonal communication skills, including the ability to liaise effectively with key internal and external stakeholders at a senior level and to build strong relationships.
2. Demonstrated highly developed strategic management skills.
3. Demonstrated substantial high-level leadership skills to manage human, physical, financial resources within an ICT environment.
4. Demonstrated extensive substantial experience and expertise in undertaking complex projects in an ICT environment.
5. Demonstrated highly developed conceptual and analytical skills, with a proven ability to provide innovative thinking in developing and implementing organisational change.
6. Demonstrated extensive high-level skills and experience in recognising opportunities to enhance product/service delivery and capitalise on these through effective change strategies.
7. Demonstrated substantial high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.

## 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 27 July 2021  
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