



ICT Support Officer (Graduate)

Information and Communication Technologies

Position number	00039840
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 3
Reports to	May vary depending on context
Direct reports	Nil

Context

The Education Business Services (EBS) group supports the delivery of high-quality education to students across our State. EBS comprises:

- Business and Customer Services
- Finance and Commercial Services
- Information and Communication Technologies (ICT)
- Infrastructure.

Together, we are the Department's strong supporting foundation that:

- pays all Department staff and supports them to procure the goods and services they need
- plans, builds and takes care of the buildings and facilities in which our students learn
- funds all our schools and provides them with appropriate resources and ICT infrastructure
- manages information so that decisions are documented and accessible
- upholds and enhances the Department's reputation by meeting compliance requirements and working effectively with our stakeholders.

The Information and Communication Technologies (ICT) division is responsible for the management and delivery of the Department's ICT-related services and functions. The division encompasses 3 directorates, being Governance and Planning Integration; Build and Deployment; and Operations and Customer Service.

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

Key responsibilities

- Provide support and assistance to the EBS directors and managers on a range of operational matters including data collation and analysis and preparation of reports.
- Undertake research relating to policies, procedures and projects.

- Provide input into the operations of EBS and contribute to the development, implementation and review of policies, procedures and workflows.
- In consultation with stakeholders, prepare briefing notes and Ministerial correspondence and responses to parliamentary questions.
- Establish and maintain effective and collaborative working relationships.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.
- Maintain a knowledge and understanding of the Department's functions and services and provide timely and accurate support to customers.
- Contribute to change management projects relevant to the directorate.
- Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated sound oral, written and interpersonal communication skills, including the ability to liaise effectively with individuals at all levels and build effective relationships.
2. Demonstrated sound research and problem-solving skills and the ability to identify appropriate solutions.
3. Demonstrated initiative and sound organisational skills including the ability to effectively multitask, prioritise, meet deadlines and work effectively within a team environment.
4. Demonstrated understanding of relevant public sector policies and practices.

Eligibility and training requirements

Employees will be required to:

- hold a relevant tertiary degree
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 27 September 2024
Reference D24/0717711