



## Coordinator, ICT Business Operations

### ICT Governance and Planning

<b>Position number</b>	00014934
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 6
<b>Reports to</b>	Manager, ICT Risk and Resource Planning (Level 8)
<b>Direct reports</b>	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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative.

Resource Planning is undertaken to ensure that ICT resource (including staff and equipment) contributions to projects and work are understood and reported on a regular basis. This fosters improved project delivery through optimum use of resources as well as enabling decisions concerning changes to work and other priorities to be properly resourced and the implications to be understood and managed.

The ICT Business Operations function provides governance, business administration, budgets and finance support to the ICT Division, including liaising with senior management in relation to the planning, monitoring and reporting of software and hardware assets, and human resource management.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

### Specialist Services

- Maintain budgetary cycle, and report on the Division's financial budget systems and processes, including forecasting, cash flow projections and ensuring procedures and processes comply with legislation, policy and applicable accounting standards.
- Collect, analyse and interpret data and other contextual information for various ICT business units to enable development and management of their individual budgets.
- Oversee compliance with government policies, guidelines and legislation in contract administration and contract procurement activities.
- Evaluate information requirements and implement reporting systems to ensure that the Division's needs are met.
- Coordinate the delivery of quality human resources services and support to staff and ensures human resource activities comply with Public Sector Standards in Human Resource Management, Commissioner's Instructions, legislation and Department policy and procedures, including provision of confidential information and strategic advice to the ICT Division.
- Oversee the administration and maintenance of the Division's leased and purchased equipment, annual asset stocktake and asset management requirements of the Division's assets.
- Oversee the monitoring of compliance for software licensing and ensuring the Division optimises its investment in software.
- Provide strategic advice on software asset management, including provision of information for software contract renewals.
- Monitor the Division's administrative and financial processes including risk register and audit findings tracking to ensure compliance with established quality standards.

### Branch Support

- Manage and lead staff members in the development and achievement of Division business goals.
- Coordinate provision of overall administrative support services across the Division.
- 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.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental 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 Branch.
- Represent the Branch, as required, on Division committees and working parties.

## Customer and Stakeholder Support and Liaison

- Implement policies, practices, standards and guidelines in order to ensure the effective delivery of quality client services in collaboration with internal and external stakeholders.
- Coordinate and prepare administrative and financial reports for the Division and communicates these to stakeholders.
- 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 substantial skills and experience in providing financial and administrative services in a large organisation.
2. Demonstrated highly developed knowledge of government administrative, financial, human resources and procurement legislation, policies and procedures.
3. Demonstrated highly developed verbal, written and interpersonal skills with proven ability to consult, collaborate and negotiate effectively with a wide range of individuals, and to prepare reports and present financial data of varying complexity.
4. Demonstrated highly developed skills leading, managing and facilitating a team to deliver strategic business outcomes using sound customer service principles and practices.
5. Demonstrated broad understanding of the information, communications and technology industry, including asset management.
6. Demonstrated substantial research, conceptual and analytical skills, including the ability to provide innovative solutions to strategic and complex problems and issues.

## Eligibility and training requirements

Employees will be required to:

- 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 17 January 2024  
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