



Manager, ICT Cloud and Infrastructure Services

ICT Integration, Build and Deployment

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| Position number | 00040142 |
| Agreement | Public Sector CSA Agreement 2022 or as replaced |
| Classification | Level 8 |
| Reports to | Director, ICT Integration, Build and Deployment (Level 9) |
| Direct reports | Various Project Teams |

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 Integration, Build and Deployment Directorate is the functional area responsible for Application Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has the responsibility for building, integrating and maintaining technical solutions to organisational challenges ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

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

Key responsibilities

Leadership and Management

- Undertake people, technology and financial resource planning, management and reporting for ICT Cloud and on-premise infrastructure services taking into account current workloads, future commitments and proposals and capacity monitoring data.
- Ensure ICT architecture is aligned to the ICT Strategic Plan and is consistent with industry and government standards.
- Influence ICT's strategic directions and business plans related to ICT Cloud and infrastructure services through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Division.
- Contribute to the strategic management and leadership of the Division.
- Develop plans and systems to support/enable/monitor achievement of the Division's vision and imperatives in alignment with EBS objectives.
- Deploy resources, including people, financial, physical and information, to ensure they are available to address the Division's strategic plans, contractual obligations and other organisational priorities.
- Provide leadership, supervision and performance management of staff, and encourage and assist with the development and implementation of strategies to ensure effective, accurate and transparent ICT functions.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant Industrial Instruments and Department policy.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and ICT goals and facilitates accomplishment of designated roles and deliverables.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Lead and oversee change management projects relevant to ICT.

Client and Stakeholder Management

- Provide high-level advice to the Chief Information Officer, ICT Directors and senior managers in relation to ICT resource planning, management and reporting.
- Ensure that stakeholders are educated with respect to ICT processes and frameworks and Enterprise Architectural compliance requirements.
- Promote the use of the Enterprise and Data Architecture both within ICT and also to stakeholders across the Department.
- Build strategic alliances with customers, stakeholders, interest groups and across EBS to enable development, acceptability and achievement of designated outcomes and to promote service capabilities.

Specialist Services

- Develop and maintain information security principles, standards and processes so that the integrity, privacy and efficacy of department data and information is maintained.
- Facilitate change management processes across ICT to ensure the management and minimisation of risk.
- Investigate, analyse and manage complex issues, policies and practices associated with Department projects and programs in order to identify and alleviate potential problems and to develop appropriate solutions.
- Represent ICT, as required, on Department and across Government committees and working parties.

Selection criteria

1. Demonstrated high-level skills and experience to manage human, physical and financial resources within ICT Cloud based and on-premise environments.
2. Demonstrated high-level knowledge of, and experience in, providing strategic information technology consulting services within a large corporate or government environment.
3. Demonstrated high-level skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.
4. Demonstrated high-level skills and experience in recognising opportunities to enhance product/service delivery and capitalise on these through effective change strategies.
5. Demonstrated high-level analytical and conceptual skills with the ability to provide innovative solutions to complex problems.
6. Demonstrated high-level verbal and written communication and interpersonal skills with the ability to effectively liaise with key internal and external stakeholders at a senior level and to build strong relationships.
7. Demonstrated high-level knowledge of and experience in driving the development and execution of ICT strategy, standards, practices and innovation.

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
- 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 30 August 2024
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