



Consultant - Telecommunications

ICT Governance and Planning

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| Position number | 00019324 |
| Agreement | Public Sector CSA Agreement 2022 or as replaced |
| Classification | Level 5 |
| Reports to | Coordinator Telecommunications (Schools) (Level 7) |
| Direct reports | Nil |

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 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 Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 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 and the Customer Engagement Branch has responsibility for undertaking the primary, initial engagement with organisational and external stakeholders.

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

Key responsibilities

Specialist Services

- Research and prepare reports and documentation relating to telecommunications services and other associated ICT projects.
- Conduct accurate on-going reporting and review of telecommunications services billing arrangements and plans.
- Track and monitor telecommunications expenditure.
- Ensure centralised telecommunications bills are correctly presented for payment.
- Provide a service to ensure telecommunications services and hardware are provided to enable acquisition, use and support in accordance with agreed specifications, budgets and timeframes whilst ensuring compliance with Department policies, procedures, guidelines and standards.

Branch Support

- Participate in a range of initiatives and telecommunications related projects in order to enhance utilisation of telecommunications services.
- 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 Directorate committees and working parties.

Customer and Stakeholder Support and Liaison

- Liaise and facilitate consultation with stakeholders and telecommunications suppliers to provide effective information technology solutions.
- 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 considerable skills and experience in telecommunications related projects, including project planning, coordination, implementation and evaluation.
2. Demonstrated well developed research and investigative skills with experience in preparing detailed reports and technical documentation.
3. Demonstrated well developed conceptual and analytical skills with the proven ability to provide innovative thinking in problem solving.
4. Demonstrated well developed written, oral and interpersonal communication skills, including the ability to consult and negotiate effectively.
5. Demonstrated practical administrative experience in the telecommunications industry with a working knowledge of service management.

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 12 September 2024
Reference D24/0660120