# Job Description Form – ICT Operations Coordinator

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| **Position number:** | 16445 | **Classification:** | Level 5 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 16324 - Manager ICT Operations | **Direct reports:** | Nil |

About the Department

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | Respectful AccountableResponsiveOpen-mindedIntegrity |

Context

The Corporate Services team includes human resources, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

## Position purpose

Responsible for the coordination of initiatives and activities for the ICT operations team, including planning of work programs, coordination of logistics, liaison with third parties and stakeholder groups. Provides support to ICT leadership group, and coordinates ICT Operations workload using Service Management tools in line with Service Level Agreements (SLAs).

## Responsibilities

1. Coordinates the daily activities of the ICT Operations team including service queue management.
2. Provides project management and implementation support for initiatives and activities undertaken by ICT Operations including liaison with third parties and stakeholders, resource scheduling and coordination of logistics.
3. Assists ICT Operations leadership team to design and plan program of work, and report on progress.
4. Supports as a point of escalation for the resolution of ICT issues as required.
5. Supports change management and communication efforts with end users for initiatives led by the ICT Operations team.
6. Monitors and ensures management of incidents and requests in alignment with Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
7. Identifies and implements improvements to ICT Operations business processes, procedures and workflows, including tuning of IT Service Management tool, fostering a culture of continuous improvement.
8. Contributes to the maintenance of technical documentation and IT knowledgebase.
9. Ensures ICT operations routine compliance and health monitoring activities are undertaken.
10. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
11. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

## Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

### Essential

1. Demonstrated ability to coordinate ICT initiatives, including planning, scheduling, project management and coordination of logistics.
2. Proven ability to coordinate ICT operations service queues focusing on prioritising and scheduling tasks to meet operational needs, optimise workflows and meet service level objectives.
3. Sound written communication skills including the ability to prepare presentations, reports, technical documentation and other materials tailored to the target audience.
4. Sound verbal and interpersonal skills with the ability to build productive relationships and capability of communicating technical concepts to diverse stakeholders at all levels.
5. Demonstrated capability to achieve deadlines, self-manage workload and manage competing demands simultaneously with attention to detail and quality.

### Desirable

1. Tertiary qualification in information technology related discipline.
2. Knowledge with IT service management frameworks such as ITIL (Information Technology Infrastructure Library).

## Special Conditions

Work or attendance at other sites may be required from time to time.

## Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 13 September 2024 |