



## Project Support Officer

### ICT Student Information Management Systems (STIMS)

<b>Position number</b>	Generic
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 4
<b>Reports to</b>	Senior Consultant (Level 6)
<b>Direct reports</b>	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 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.

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

## Key responsibilities

- Provide support, advice and information to school administrators, teachers and other stakeholders on the Department's school administration system in the areas of school administration, student administration and timetabling.
- Assess and resolve Service Now queries and escalates issues as appropriate.
- Develop customer relations and effective working relationships with internal and external clients to support the provision of a quality support service.
- Maintain databases and systems that record customer queries and issues.
- Monitor and review administrative support data, identify risks and provide statistical reports and recommendations on findings to senior management.
- Develop or modify resources to meet identified customer support needs.
- Provide input in to developing and delivering training programs and assist with preparing support materials.
- Work with other teams on shared priorities and initiatives to deliver integrated services and support to schools.
- Assist with developing and updating policies, procedures and guidelines that meet Department requirements.
- Work in a culturally responsive and context specific manner to engage stakeholders productively and respectfully.
- Work within teams and across business units to ensure integrated service delivery to schools and the system.

## Selection criteria

1. Demonstrated well developed verbal and interpersonal communication skills, including the ability to liaise effectively with a wide range of individuals at all levels.
2. Demonstrated well developed research, conceptual and analytical skills, including the ability to develop solutions to problems and issues.
3. Demonstrated well developed written communication skills, including the ability to develop and deliver support materials related to the Department's school administration system.
4. Demonstrated well developed organisational and customer service skills, including the ability to contribute to team outputs and targets.

## 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 19 September 2024  
Reference D24/0692207