



SIS Training Officer

ICT Student Information Management Systems (STIMS)

Position number	00045123
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 6
Reports to	Program Manager, Student Information Management Systems (Level 8)
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 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 to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Undertake research to identify, design and deliver state-wide customer education and training sessions and workshops in relation to using the Department's SIS Classic school administration solution and its replacement.

- Monitor and evaluate ongoing training programs relative to SIS Classic administration and its replacement implementation and implement improvements and changes as required.
- Maintain an expert awareness of contemporary training, development and assessment trends, issues and methodologies.
- Attend and present sessions at conferences and associations.
- Report on activity levels, outcome and resource use in relation to SIS Classic administration and its replacement implementation training and development.

Management and Project Support

- Provide leadership, advice and coordination on learning and development strategy with respect to SIS Classic administration and its replacement implementation, including competency based training and assessment.
- Manage a coordinated and systematic approach to training programs and professional learning support for SIS Classic administration and its replacement in terms of school student enrolment and transfer activities, student attendance and pastoral care practices.
- Coordinate the development of SIS Classic administration and its replacement training programs and training materials and maintain their retention and currency.
- Contribute to development, implementation and review of policies, standards and strategies required by the Department to ensure compliance with legislative and statutory requirements in the context of SIS Classic administration and its replacement.
- Assist in ensuring compliance with the Branch, Division and Department policies, procedures and standards.
- 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 deliverable.
- Provide leadership to and supervision of staff that attend training and encourage and assist with the development and implementation of frameworks and strategies to ensure effective implementation of SIS Classic administration and its replacement systems.

Customer and Stakeholder Management and Liaison

- Liaise with internal and external stakeholders in relation to their learning and development needs to enable them to effectively deliver their business objectives.
- Work in collaboration with the ICT STIMS team to identify trends and areas for improvement then develop and deliver training programs.
- Coordinate training and development activities and resources to meet customer needs.
- Contribute to the development and maintenance of a strong working relationship with principals and managers across the Department.
- Establish and maintain collaborative working relationships and effective communication networks with internal and external stakeholders.
- Represent the ICT STIMS team, as required, on EBS committees and working parties.

Selection criteria

1. Demonstrated considerable experience in identifying, designing, developing, delivering and evaluating technical training and development programs and activities.
2. Demonstrated well developed skills in leading, managing, facilitating and working in a team environment, including the ability to prioritise and delegate work and lead training programs and courses.
3. Demonstrated well developed skills and experience in achieving outcomes and delivering quality products and services consistent with customer needs and defined quality expectations, including timeliness.

4. Demonstrated well developed interpersonal and verbal communication skills to undertake consultation, collaboration, negotiation and to deliver training programs and courses.
5. Demonstrated well developed written communication skills, including experience in the development of training and development programs and courses.
6. Demonstrated well developed analytical and conceptual skills to provide innovative solutions to complex problems.

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 D24/0675945