



Customer Relationship Manager

ICT Operations and Customer Service

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| Position number | Generic |
| Agreement | Public Sector CSA Agreement 2021 (or as replaced) |
| Classification | Level 6 |
| Reports to | Manager Service Levels (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 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 Communication and 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 ICT Operations and Customer Service Directorate is part of the ICT Division and is the primary entry point to ICT for any responses top operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers in many respects it is the 'face' of ICT.

For further information about the Department of Education, please visit:
education.wa.edu.au.

Key responsibilities

Specialist Services

- Coordinate agreements for the provision and support of ICT services to various customer groups across schools, colleges, regions and central office.
- Assist staff in schools, colleges, regions and central office at a system level to implement policies and strategic initiatives in the areas of information systems, technology and telecommunications, and information management utilising the Information Technology Service Management methodology.

Management and Branch Support

- 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

- Provide systemic advice to staff in schools, colleges, regions and central office on ICT issues.
- Provide input to the design and implementation of infrastructure and services to new and existing customers.
- Deliver a high level and timely customer service to clients.
- Monitor, evaluate and report on the services delivered by the Department.
- Provide input to the strategic planning process in relation to improving service delivery to meet customer requirements.
- Develop and maintain effective networks with internal and external clients and liaise with customer groups throughout the Department about ICT issues and initiatives.
- Collaborate with stakeholders to develop ICT policies, practices, standards and guidelines to ensure the delivery of quality client services and the effective management of costs.
- 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 well developed knowledge and considerable experience in developing and implementing policies and guidelines to ensure compliance and best practice Information Technology Service Management in relation to the delivery and support of ICT services.
2. Demonstrated considerable experience in working with a variety of customer groups, including the ability to translate technical requirements and specifications into easily understood business concepts and vice versa to a variety of customer groups.
3. Demonstrated well developed oral, written and interpersonal communication skills, including the ability to establish and maintain effective working relationships and undertake high-level consultations, collaborations and negotiations.
4. Demonstrated well developed conceptual and analytical skills, including the ability to provide innovative solutions to strategic and complex problems and issues.
5. Demonstrated well developed project management and organisational skills with the ability to prioritise tasks to meet conflicting timelines.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 9 November 2021
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