Job Description Form – ICT Asset Officer

|  |  |  |  |
| --- | --- | --- | --- |
| **Position number:** | 16462 | **Classification:** | Level 5 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 16384 – ICT Commercial Manager – L6 | **Direct reports:** | Nil |

About the Department

|  |  |  |
| --- | --- | --- |
| 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  Accountable  Responsive  Open-minded  Integrity |

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 effectively managing ICT end user computing assets and services throughout their lifecycle from acquisition to disposal. Provides administrative support in planning ICT asset replacement programs, distribution of ICT equipment. Manages, tracks and audits the allocation of software licenses. Coordinates with external stakeholders to manage lost, stolen, damaged or faulty ICT equipment.

Responsibilities

1. Proactively manages the full lifecycle of ICT assets, from acquisition through to disposal in alignment with industry best practices in ICT Asset Management and DLGSC policies.
2. Coordinates assets to be disposed and plans asset replacement programs, in partnership with ICT Operations team and procurement teams in alignment with DLGSC policies and procedure.
3. Work collaboratively with service providers, business units and Digital and Technology Services team to ensure that ICT assets support the departments operations and future IT plans.
4. Provide administrative support to the Digital and Technology Services team, including tracking of budgets and expenditure.
5. Conducts asset stocktakes, proactively monitors available equipment on hand and maintains asset registers.
6. Maintain records of expenditure related to ICT equipment.
7. Assists in the ordering process for ICT equipment, software and services.
8. Coordinates and audits the allocation of software licenses assigned to end-users and assists in software licensing ‘true-up’ processes.
9. Liaises with external stakeholders including suppliers, repairers and insurance companies to manage ICT equipment which is faulty, damaged, lost or stolen.
10. Assists to coordinate the distribution of ICT equipment and software to end-users.
11. Provides advice to stakeholders regarding ICT products and services, and practices in ICT asset management.
12. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
13. 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 experience in coordinating ICT asset inventory, ICT asset lifecycles, and managing software licensing.
2. Sound administrative and recordkeeping skills with the ability to provide effective support in the management of ICT assets.
3. Sound analytical skills with the capability to identify trends, patterns, and discrepancies in ICT asset data and financial records, strategically plan asset replacement programs, and identify improvement opportunities.
4. Sound written communication skills including the ability to prepare presentations, reports, technical documentation and other materials tailored to the target audience.
5. Sound verbal and interpersonal skills with the ability to build productive relationships and capability of communicating technical concepts to diverse stakeholders at all levels.
6. Demonstrated capability to achieve deadlines, self-manage workload and manage competing demands simultaneously with attention to detail and quality.

Desirable

1. Certification in recognised industry framework (eg ITIL).
2. Knowledge of government procurement processes, as related to the purchasing of ICT equipment.

Special conditions

Nil

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.

|  |  |
| --- | --- |
| Registration date | 7 October 2024 |