



Cloud FinOps Lead ICT Governance and Planning

Position number	00044407
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 6
Reports to	Manager, ICT Risk and Resource Planning (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 communication and 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, Communications and Technologies (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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative.

Resource Planning is undertaken to ensure that ICT resource (including staff and equipment) contributions to projects and work are understood and reported on a regular basis. This fosters improved project delivery through optimum use of resources as well as enabling decisions concerning changes to work and other priorities to be properly resourced and the implications to be understood and managed.

This position will support the development, monitoring and measures for financial operations (FinOps) activities across the Department's cloud infrastructure to achieve high quality and value for money cloud services are delivered. The position also ensures effective cloud governance and compliance monitoring across cloud infrastructure.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Cloud Financial Management

- Monitor activities to measure attributes of cloud ICT processes, products and services to assess financial performance, variable spend, progress and provide indications and insights to identify opportunities, while anticipating issues and managing risks.
- Develop and implement financial strategies for optimising cloud infrastructure costs and monitoring activities to measure attributes of cloud ICT processes, products, and services to assess financial performance, progress, and providing indications and insights to opportunities and potential problems, issues, and risks.
- Develop recommendations for the planning, implementation and configuration of cloud storage solutions utilising financial data to enhance usage efficiency.
- Participate in the planning, design and management of the capacity, functionality, and sustainability of cloud services, ensuring alignment with financial forecasts and ICT strategic objectives to address both current and future requirements.
- Remain conversant with applicable licensing models, monitor usage and identify trends.
- Make informed recommendations to maximise usage and achieve value for money outcomes, including trade-offs between speed, cost and quality.
- Contribute to developing and deploying strategies using cloud financial data to manage service demand and adjust service capacity in a cost-effective, timely manner to meet fluctuations in demand.
- Prepare for new and changed cloud ICT services and oversee the change process.
- Provide advice regarding third party vendor contract management issues for supported systems to support vendor management.
- Provide feedback, guidance and coaching to support achievement of required performance and capability development.
- Manage and report on areas related services provided.
- Provide timely status updates as required.

Governance and Compliance

- Review the financial performance of service providers to ensure commercial commitments and performance standards are met.
- Ensure financial compliance with regulatory and security requirements.
- Ensure that appropriate governance mechanisms are in place regarding usage of cloud ICT products and services.
- Develop and implement procedures pertaining to cloud financial models and services.
- Support internal and external audits, providing necessary documentation and evidence as required.
- Understand and comply with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.

Customer and Stakeholder Support and Liaison

- Work collaboratively with other teams and stakeholders to achieve objectives.
- Communicate openly and effectively and build good working relationships across all levels.
- Demonstrate a professional customer service focus.

Selection criteria

1. Demonstrated experience or ability to monitor cloud spend day to day and prepare weekly and monthly reports for review of cloud financials, and provide quarterly expenditure, projections, recommendations and retrospective analysis.
2. Demonstrated skills and experience in financial operations and cost management, including experience in analysing cloud usage and cost data to identify optimisation opportunities.
3. Demonstrated knowledge of cloud computing concepts, platforms, and services (e.g., AWS, Azure), and familiarity with cloud billing models, cost allocation methods, and pricing structures.
4. Demonstrated well developed interpersonal and verbal and written communication skills to undertake consultation, collaboration, and presentations to build effective relationships with key internal and external stakeholders.
5. Demonstrated initiative and sound organisational skills with the ability to prioritise tasks and work independently and as part of a team.

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 18 October 2024

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