



Data Analyst, ICT Services Contracts

Information and Communication Technologies (ICT)

Position number	00042628
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Contract Manager, ICT Services (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 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 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.

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.

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

Key responsibilities

Specialist Services

- Undertake data analysis and interpretation that transforms data from a range of sources into information that supports vendor performance management, Division planning, decision making and reporting.
- Collect, validate and analyse data and process metrics against measured benchmarks, service levels, key performance indicators, research industry best practice and recommend system efficiency improvement.
- Produce accurate, timely, comprehensive reports, including performance of ICT contracts, trend analysis and evidence to support contract management requirements.
- Develop, produce, circulate and report on customer satisfaction surveys.
- Support the preparation of correspondence, briefing notes and reports relevant to the collected data, and as required.
- Maintain data integrity and adopt meticulous documentation standards and high-quality processes for analysing, interpreting and reporting data.
- Assists in the development, implementation, maintenance and management of the contract management system and other reporting systems.
- Administers the contract management system and other reporting systems including system access, issue resolution and reconciliations.
- Design, develop and maintain guides and other documentation to support reporting systems.
- Assists in developing, implementation and continuous review of contract forms, guides, templates, procedures and communications.
- Assists in managing significant ICT contracts, including research and provision of information to support vendor performance management, commercial claims procurement planning, audits and preparation of tender documents, in consultation and negotiation with stakeholders.

Branch Support

- Contribute to the Division achieving its goals and outputs.
- Participate in performance management activities to ensure development meets personal goals and business needs.
- 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.
- Represent the Branch, as required, on Directorate committees, working parties and tender evaluation panels.
- Undertake research to contribute to the development of business cases and parliamentary and ministerial responses.

Customer and Stakeholder Support and Liaison

- Promote good contract management practices, including contract administration and fostering positive relationships between contractors and stakeholders.
- Maintain a focus on customer-service delivery and continuous improvement of services.
- Develop and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed skills and experience with data extraction, contract performance monitoring and reporting, using tools such as Microsoft Excel and Power BI.
2. Demonstrated well developed research and conceptual skills, including proven ability to analyse data, clarify trends, issues and problems and to generate solutions.
3. Demonstrated well developed verbal and written communication skills, including experience in preparing reports, briefing notes and responses using analysed and interpreted data to senior management and external stakeholders.
4. Demonstrated well developed organisation skills with the ability to meet competing deadlines and prepare detailed reports.
5. Demonstrated broad understanding of the information, communications and technology industry.

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 26 February 2025
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