Senior Systems Officer HR
Integration, Build and Deployment

Position number	00046899
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Principal Consultant (HRMIS) (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 Integration, Build and Deployment Directorate is responsible for Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has responsibility for building, integrating and maintaining technical solutions to organisational challenges ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

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

Key responsibilities

Specialist Services
- Assist in administration and management of the human resource management information system (HRMIS) which encompasses system security and system configuration, management of several system environments and coordinating change windows.
- Configure and set up various modules to meet various business and system requirements.
- Assist in the maintenance of appropriate change management procedures and documentation.
- Assist in the maintenance of HRMIS which encompasses diagnosis and resolution of system application problems, including consultation and liaison with database administrators, server administrators, Oracle Support and other service providers for assistance to resolve such problems.
- Devise work around solutions, test patch fixes, design and manage user acceptance tests and manage patch migrations.
- Assist in developing HRMIS, including analysis of new or changed requirements (whether arising from changes in the business, policies, processes, accounting, finance and legislation) and alignment of HRMIS to meet such requirements.
- Assist in identifying opportunities for system and process improvements to provide an efficient and effective use of HRMIS.

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 a second-level support to users of the HRMIS, including resolution of user problems, provision of advice on the efficient and effective use of the systems, design and writing of reports using a variety of tools, identification of training needs, design and delivery of appropriate user training and user manuals.
- 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 practical experience in the administration, maintenance, support and development of a human resource management information system (HRMIS) in a large and complex organisation.
2. Demonstrated well developed conceptual, analytical and problem solving skills in relation to HR/Payroll systems and business processes.
3. Demonstrated well developed interpersonal skills with the ability to provide a user-friendly service and to work collaboratively in a team environment.
4. Demonstrated well developed written and verbal communication skills with the ability to liaise with individuals at all levels.
5. Demonstrated knowledge of and substantial experience in HR and/or payroll principles, concepts, processes and practices.

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   21 February 2025
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