Senior Project Officer
ICT Project Office

Position number	00038258
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 6
Reports to	Manager, ICT Project Office (Level 8)
Direct reports	Nil

Context

Delivery of Information, Communication and Technologies (ICT) services provides support for the Department of Education'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.

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.

ICT Governance and Planning is the primary entry point to ICT for any new significant effort, project, planning or major change initiative and the ICT Project Office has responsibility for the process and management of ICT projects.

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

Key responsibilities

Specialist Services
•   Coordinate, undertake, implement and/or manage ICT initiatives, technical support and projects.
•   Conduct ICT project and program Health Checks, review and analyse Checks against Department objectives, ICT Project Office policies and guidelines, and project outcomes.
•   Conduct research and analysis of data and information to identify priorities and deliver quality client service.
•   Prepare scheduled and ad-hoc Portfolio and Project specific reports for Executive and Senior ICT management.
•   Maintain the operational aspects of corporate and information systems, including the development of system-wide policies, practices, standards, methodologies and guidelines.
•   Coordinate implementation of project related software across the Department as required, including the development of relevant communication strategies.
•   Monitor, evaluate and report on the technical effectiveness of ICT initiatives and projects and related software.
•   Liaise, consult and negotiate with key stakeholders in all aspects of ICT related projects.
•   Assist with the facilitation of software development, infrastructure or other specific projects, their deployment and support or as required.
•   Assist in the implementation of project management methodologies across the Branch and the project teams.

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 groups.

Customer and Stakeholder Support and Liaison
•   Support project team(s) in matters relating to project governance and project management methodologies.
•   Conduct training in project management/methodologies and use of Portfolio Project Management (PPM) tools for project team members and customers.
•   Establish and maintain effective communication networks and working relationships between stakeholders to ensure access to diverse specialist knowledge.
•   Maintain a focus on customer service delivery and continuous improvement of services.

Selection criteria

1. Demonstrated considerable experience in project planning, administration, reporting and evaluation in an ICT setting.
2. Demonstrated well developed knowledge and understanding of project management methodologies and the ability to develop system-wide policies, guidelines and standards.
3. Demonstrated highly developed written, oral and interpersonal communication skills, including the ability to collaborate, liaise and negotiate with individuals at all levels.
4. Demonstrated highly developed research, conceptual and analytical skills, including the ability to analyse data and reports, highlighting anomalies and resolving the issues.
5. Demonstrated highly developed organisational skills with the ability to prioritise tasks to meet conflicting timelines.

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
- obtain or hold a current Working with Children Check
- 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   6 June 2025
Reference   D25/0500570