Department of Education

GOVERNMENT OF WESTERN AUSTRALIA

Job Description Form

Systems Support Officer (HR)

ICT Operations and Customer Service

Position number	Generic
Agreement	Public Sector CSA General Agreement 2019 (or as replaced)
Classification	Level 4
Reports to	Finance and Human Resources Systems Support Team Leader (Level 5)
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 and Communication 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 ICT Operations and Customer Service is part of the ICT Division and is the primary entry point to ICT for any responses top operational issues, requests or problems customers of ICT may have. As the highest frequency contact point for customers in many respects it is the 'face' of ICT.

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

Key responsibilities

Specialist Services

- Monitor, analyse and evaluate system scheduling, system access and utilisation and provide recommendations for improvements and to resolve issues.
- Prepare and deliver presentations on established programs to work groups.
- Undertake research in relation to Human Resource Management Information System (HRMIS) transactions and liaise with other business units and external service providers to resolve administrative and operational issues.
- Research and evaluate existing and emerging human resource and other corporate application and system issues and develop recommendations to enhance existing software.
- Prepare and document standard operating procedures and protocols pertaining to the use of human resources and other corporate applications and systems.

Management and Branch Support

- Develop and maintain the section's communication program, including HRMIS web pages and the online user training tool.
- 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 Directorate.
- Represent the Directorate, as required, on Division committees and working parties.

Customer and Stakeholder Support and Liaison

- Deliver systems administration, access control, business assistance and support services to customers, supporting project and research-based activities and the implementation of change strategies associated with the HRMIS application.
- Respond to customer enquiries and provide innovative, workable solutions to a wide range of issues.
- Provide support for, and participate in, system enhancement and upgrade activities for a variety of stakeholders.
- Provide consultation, problem resolution and support in the design and development of specialised system queries and reports, using existing reporting tools, database and spreadsheet applications.
- 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 sound skills and experience in the use and administration of large and complex human resource management information and payroll systems, including the application of human resource management legislation and policy to support quality outcomes.
2. Demonstrated sound organisational skills, including the ability to deliver agreed results in a timely, efficient and customer-focused manner.
3. Demonstrated sound ability to provide client support and assistance through the development of online training and communication materials, including the ability to develop standard system operating procedures and documentation and/or to deliver system training, workshops or presentations.
4. Demonstrated written, verbal and interpersonal communication skills, including the ability to deal effectively with a wide range of individuals at all levels and work collaboratively and constructively with team members and clients.

5. Demonstrated sound ability to research, evaluate and interpret end user information requirements, and to develop appropriate suggestions to assist clients with the development of business processes in relation to HR-Payroll systems.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 21 May 2020
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