

## Business Support Officer

### ICT Governance and Planning

<b>Position number</b>	00012100
<b>Agreement</b>	<a href="#">Public Sector CSA General Agreement 2019</a> (or as replaced)
<b>Classification</b>	Level 3
<b>Reports to</b>	Coordinator - ICT Risk and Statutory Reporting (Level 5)
<b>Direct reports</b>	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 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.

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](http://education.wa.edu.au) to find out more information about the Department of Education.

## **Key responsibilities**

### **Specialist Services**

- Provide support to the Coordinator, ICT Risk and Statutory Reporting in coordinating Divisional staffing needs, in accordance with the Public Sector Standards in Human Resource Management.
- Generate reports, maintains records and monitors human resource management activities.
- Provide human resources advice and information to staff
- Coordinate job vacancies, including the coordination of deployment, recruitment, selection and appointment processes
- Maintain data in the Human Resource Management Information System.
- Create and review ICT Risk and Statutory Reporting ProMapp content on Human Resource Management.
- Ensure compliance with Government policies, procedures, guidelines and legislation in procurement administration.
- Investigate and resolve queries relating to ICT procurement.
- Assist in managing the division's software register, including software assignment and compliance reporting.
- Assist in developing and implementing procedures and guidelines for software asset management.

### **Branch Support**

- Provide support to the Coordinator, ICT Risk and Statutory Reporting with Divisional projects and tasks.
- 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**

- Collaborate with line managers to review job description forms.
- Liaise with stakeholders regarding ICT procurement.
- 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

The following selection criteria are identified as being required to achieve the outcomes in the context of this position.

1. Demonstrated considerable experience in human resource management activities and knowledge of human resource policies, procedures and relevant legislation.
2. Demonstrated sound written, verbal and interpersonal skills, including the ability to liaise effectively with a wide range of individuals at all levels.
3. Demonstrated initiative and sound organisational skills, including the ability to plan, prioritise and work with minimum supervision.
4. Demonstrated skills and experience in purchasing and processing accounts for payment.
5. Demonstrated experience in the use of computer software packages, including human resource management systems, asset tracking systems, spreadsheets and word processing.

## 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 27 August 2021  
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