Application package

Position title:	Information Technology and Records Officer
APS Level:	APS6
Salary package:	Salary package from $105,364 to $120,362 (includes base salary of $91,303 to $104,300 plus 15.4% superannuation)
Position offered:	Non-ongoing, full-time 6-month contract to 30 June 2025 with potential for extension (commitment to flexible working arrangements)
Location	Level 7, 309 Kent St, Sydney CBD
Closing date:	10am , Monday 11th November 2024
Contact Officer/s:	Steven Douek – Technology Executive Manager
Contact number:	(02) 9432 7003

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

The Workplace Gender Equality Agency (WGEA) is seeking an Information Technology and Records Management professional to support the Agency's business technology and provide stewardship over the Agency's digital records and information. This new role was created to further the Agency's focus on the management of its digital assets and oversee the implementation of a SharePoint based information management and collaboration system. The day-to-day focus of the role will be providing direct technical support and managing the escalation of support requests to external support vendors along with assisting to triage and manage support requests. The successful applicant will be part of the Technology team and work closely with the Operations team to plan, implement and support the technology that underpins the Agency's operations. This will involve desktop support, account administration, support desk operations, root cause analysis for problem resolution, and some project responsibilities to deliver operational and system enhancements.

Technology team

The Technology Team provides end-to-end oversight and management of the information systems that underpin and support all data and information requirements for WGEA.

The team:

→ manages the delivery of stable business systems and maintains business as usual operations.

→ directly supports desktop systems and escalations where necessary.

→ manages the enhancement of the core technology systems and supporting services using agile development.

Additionally, the team is focussed on increasing Gender Equality Reporting data collection efficiency, managing IT security and information privacy, ensuring system stability performance and scalability, supporting and training WGEA staff, onboarding new staff and ensuring compliance of WGEA IT systems and operations with relevant policies and legislation.

About our Agency

WGEA is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data.

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What we look for

→ people who are committed to supporting and delivering change in Australian workplaces (our purpose).
→ flexible and adaptable people to meet immediate needs and future challenges.
→ team oriented people who have energy and are determined to succeed.
→ people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

What we offer

We value each team members contribution and offer:

→ a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
→ opportunities for team members to work on WGEA wide projects and encouraging everyone to be adaptable and collaborative.
→ flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
→ attractive salaries and superannuation (15.4%) as well as a range of other benefits.
→ a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at www.wgea.gov.au

Position description

Position number:	25378
Position title:	**Information Technology and Records Officer**
APS Level:	APS6
Position:	Non-ongoing 6-month contract to 30 June 2025 with potential for extension, full-time (commitment to flexible working arrangements)

The role

The Information Technology and Records Officer administers WGEA's key internal business systems, coordinates an information record management SharePoint transition project activity and has overall responsibility for day-to-day maintenance, trouble shooting and monitoring of the Agency's ICT environment (operating under an ICT network provided by Department of Workplace Relations and Employment).

The Agency requires an IT all-rounder who covers the gap between the services provided by our managed services partners and the infrastructure, applications and systems that the Agency operates. In addition, this role assists with representing the Agency at IT support service provider meetings and in working groups. This role should be comfortable liaising with our internal and external stakeholders particularly our third-party service providers.

This role also assists in the administration of cloud infrastructure, SaaS applications and information record management.

This position requires the ability to provide advice and support across a broad range of information technology business applications, desktop and cloud systems, information governance and record management procedures, working proactively and collaboratively with stakeholders to ensure coordinated and quality outcomes for all facets of the Agency's digital systems and service delivery.

Duties and responsibilities

Reporting to the Technology Executive Manager on IT matters and working closely with the Operations Executive Manager for Information and Records activities, this role is responsible for:

- ✓ providing expert technology support for WGEA's day to day technical operations and the enablement of on site, flexible and remote working including troubleshooting technical issues, with support to resolution and/or escalate to supplier organisations as required.

- ✓ coordinating WGEA's information and records management, specifically managing metadata across all digital information assets and supporting staff in the ongoing enhancement of the Agency's IM practice and transition to SharePoint.

- ✓ administering the Agency's business systems (Confluence, Jira, monday.com, Microsoft Teams, Outlook), and Microsoft Cloud IaaS environment, managing access and user entitlements;

- ✓ assisting with management of the Agency's data security and privacy programs, ensuring adequate monitoring of the Agency's network, infrastructure and data;

- ✓ providing input into the Agency's IT strategy and delivering efficiency-based improvements to the Agency's IT systems, business applications and processes to improve IT support and technology service delivery efficiency;

- ✓ providing guidance and training to staff on key technology areas such as ICT policy, security, information and records management, and general systems usage; including supporting onboarding of new employees;

- ✓ documenting IT information, assets, processes and maintaining an IT documentation library;

- ✓ contributing to other Agency projects as required.

Capabilities

We are seeking an individual with:

- ✓ Ability to organise, provide, review and enhance ICT and business application support services to staff.
- ✓ Strong analytical and problem-solving skills involving complex information, particularly within a legislative framework.
- ✓ Excellent time-management skills, with a demonstrated ability to work pro-actively in a team environment, with strong attention to detail and accuracy.
- ✓ Ability to manage information assets and data.
- ✓ Ability to provide one on one and group training, develop training content and evaluate user capability.
- ✓ Effective interpersonal skills, with an ability to communicate information clearly, concisely and professionally, both verbally and in writing.
- ✓ **Baseline Security Clearance** or the ability to obtain clearance (this includes being an Australian Citizen).

Desirable Experience

- ✓ Experience with data and network security monitoring / threat protection.
- ✓ Experience with Atlassian products (Confluence, Jira and Jira Service Management)
- ✓ Experience with SharePoint and MS Teams implementation
- ✓ Experience with Salesforce user authentication
- ✓ Familiarity with Microsoft Azure IaaS monitoring dashboards
- ✓ Experience with monday.com workflow management

How to prepare your application

How to apply

Prepare a cover letter/statement (maximum 500 words) outlining how your skills, experience and qualifications meet the minimum responsibilities and capabilities of the role

Attach your CV/Resume which provides a summary of your work experience (maximum 3 pages).

Eligibility to apply

Under section 22(8) of the Public Service Act 1999, employees must be **Australian citizens** to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

Diversity

WGEA values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

RecruitAbility

WGEA is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?
Simply note in your cover letter that you wish to:
1.   Opt into RecruitAbility, as you have a disability (definition as defined by Australian Bureau of Statistics)
2.   Clearly show how you meet the requirements of the vacancy with WGEA.

Questions about the position

The contact officer is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to recruitment@wgea.gov.au
Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

Use the attached checklist to ensure you include all relevant information and documentation.

Recruitment Process

A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment via a video interview which may also include a short practical exercise.

Availability for interview

We make hiring decisions based on your experience and skills as well as how you can enhance WGEA and our culture. Please note that interviews held are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur in November with offers expected to be made within two weeks of interview.

Application Checklist

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Have you included in your application cover letter and/or CV/Resume:

☐ Your full name, contact phone number, and personal email address.

☐ Title of the vacancy/position you are applying for

☐ Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)

☐ If you wish to opt into RecruitAbility (information detailed in how to prepare your application)

☐ If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along your ability to successfully clear a National Criminal Records Check upon engagement

☐ Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)

☐ Any further relevant information.