

<b>Position Title</b> Digital Product Owner	<b>Business Area</b> Corporate Services
<b>Position Description Id.</b>	<b>Functional Unit</b> IT Services

## Reporting relationships

Reports to:	<b>Manager, IT Services</b>
Direct reports:	<b>Nil</b>

## Context

### Our Purpose

Scitech's purpose is to inspire engagement by all Western Australians in science, technology, engineering and mathematics.

### Our Values

**Passion** - We are passionate about Scitech and our purpose. This passion is the energy that inspires our excellence.

**Respect** - We are honest, respectful and look out for each other's well-being. We foster a supportive community by being open-minded and welcoming of people of all ages, genders, abilities, and cultural backgrounds.

**Innovation** - We encourage innovation and creativity. We learn and grow by working together.

**Fun** - We share the fun we have at work by including each other and the community, engaging our own curiosity and encouraging it in others.

**Sustainability** - We minimise our environmental footprint, responsibly using our responsibility using our resources and energy.

### Our Context

As a not-for-profit organisation, we're reliant on the generosity of our government, education, corporate and community partners. Because of their long-term investment and support, we're able to do more, reach further, engage minds, inspire imaginations and enable STEM long into the future.

## Primary purpose of the role

The Corporate Services portfolio is responsible for providing efficient and effective financial and corporate support services to Scitech's business.

The Digital Product Owner role is responsible for implementing digital solutions to meet customer and organisational needs. This role will participate in the design, development and management of value-add business systems and technologies. The role works to streamline internal processes, manage the tools required for those processes, and ensure that users have a consistently positive digital experience.

It is expected that, as with all Scitech staff, that this position adopts agile work practices, with a customer centric and future-oriented focus on best practice, and actively creates and maintains a healthy and safe workplace.

## Summary of key accountabilities, challenges and relationships

### Key accountabilities

- Lead the implementation of digital solutions to ensure customer and business needs are met, including exploring contemporary practices, processes, systems and structures
- Partner with the organisation and General Managers to identify business areas and processes that require operational change or improvement to support the implementation of initiatives
- Contribute to long- and medium-term strategies linked to business systems and digital technology transformation
- Conceptualise and scope systems to ensure they meet both organisational and customer needs
- Be data-driven in decision making and comfortable with monitoring analytics and deriving insights from how products perform and determining the future path of iterative improvement
- Managing priorities between customer needs, team velocity, user experience and internal stakeholder requirements
- Collaborate with teams to design and develop value-creating systems and products
- Champion the change across the organisation when implementing new systems and processes
- Support the project lifecycle linked to digital and business system implementations, from ideation, to continuous improvement, to retirement
- Coordinate and follows agile project management methodologies and processes
- Deliver project initiatives in line with Service Level Agreements (SLAs) and project plans
- Coordinate delivery of workshops, presentations and education sessions
- Undertake other duties as directed from time to time

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<b>Key challenges</b>
<ul style="list-style-type: none"> <li>Managing internal and external customer expectations</li> </ul>
<b>Key relationships</b>
<ul style="list-style-type: none"> <li>All user departments</li> <li>External vendors, partners and contractors</li> </ul>

<b>Capabilities and behavioural indicators</b>	<b>Essential or Desirable</b>
<i>The following selection criteria are to be read in the context of the key accountabilities, challenges and relationships of this position.</i>	
<b>Role specific</b> <i>and undertakes other duties as directed</i>	
Exposure to elements of conceptualising, scoping, designing and developing digital technologies and business systems	E
Experience gathering and using data, research, insights and customer feedback to inform and apply to the development of business systems	E
Experience with UX (user experience), wireframing and interface design	E
Project management experience with agile methodologies	D
<b>Personal attributes</b>	
Analytical abilities to understand and work with complex environments	E
Continuously displays dedication to personal integrity, accountability, flexibility and collaboration	E
<b>Team and self</b>	
Demonstrated discipline and professional approach to technical support	E
Demonstrated capability to use initiative and organisational skills, work independently, proactively and constructively participate in a team environment and prioritise information and tasks to manage time effectively and meet deadlines.	E
<b>Communication</b>	
Excellent communication and stakeholder relationship skills with the ability to influence key stakeholders and make effective, sound decisions.	E
<b>Technology</b>	
Skills across a breadth of digital tools, such as CRMs, ERPs, Marketing Automation and Atlassian Suite	E
Experience with MS Office Suite (Word, Excel and PowerPoint, Teams) and SharePoint	E
<b>Qualifications and licences</b>	
Tertiary qualifications in a relevant discipline, preferably IT, computing or business	D
Certifications in project management, agile practices or similar	D
At least 2 years' experience in a similar role	E
Working with Children Check <i>or ability to obtain one</i>	E
National Police Clearance <i>or ability to obtain one</i>	E

<b>Signatures</b>		
<b>Employee</b>		
Name	Signature	Date