

POSITION STATEMENT

Title:	Service Delivery Manager	Position no:	7033
Level:	IBA Level 6 (\$120,922 - \$134,247)	Last updated:	September 2023
Location:	Canberra or Sydney	Term:	Ongoing
Program:	Information & Technology		
Section:	Technology & Transformation		
Context:	<p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respectful and connected.</p> <p>The Information Technology section is responsible for the ongoing operations of IBA's ICT services, including strategy and innovation, delivery and management of Cloud, infrastructure and network services and end user services. We have a strong commitment to customer service and are committed to continuously improving IBA's customers' online experience, ensure the IT systems, applications and infrastructure are secure and fit for purpose and to provide all staff with a suite of tools to deliver products and services more efficiently.</p>		
Role:	<p>The Service Management Officer role reports to the Director, Technology Delivery and Operations.</p> <p>The role is responsible for the Service Management practices driving continuous improvements within the delivery of ICT Services and upskilling of its team members. Ensure that are technology partners are meeting needs.</p>		
Duties:	<p>Duties include, but are not limited to:</p> <ul style="list-style-type: none">• Level 2/3 Incident, problem and change management within a multi-vendor environment.• Management of service provider vendor.• Management and administration of the ITSM tool (ServiceNow).• Release and CAB coordinator.• Management of Service Desk and desktop support outcomes.• Change Manager ICT. Facilitate & manage change meetings.• Management and support ICT projects relating to transition of services.		

- Major Incident Management including lead service restoration in line with MIR processes for critical incidents across multiple vendors and technology areas.
- Ensure Post Incident Reviews are conducted for major incidents and following up recommendations to conclusion.
- Oversee Request fulfilment.
- Service Catalogue definition and management.
- Other duties as required.

Required capabilities

These are essential unless otherwise indicated.

Knowledge and experience

- Experience working within an ITIL environment.
- Demonstrated experience working with outsourced vendors.
- Ability to develop and maintain productive internal and external relationship.

Skills and attributes

- Strong customer service focus.
- Outstanding communication skills.
- Demonstrated strong organisational skills, including the ability to manage multiple priorities.

Prerequisite requirements

- ITIL V3 Foundations or higher desirable

Reference documentation: www.iba.gov.au

- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

Further enquiries: Jodi Stapleton, email: Jodi.Stapleton@iba.gov.au

Applications: email to ibarecruitment@iba.gov.au

- Application Coversheet
- Resume
- Written response addressing the required capabilities (maximum 800)

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 4 October 2023