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| **Position Title** | IT Service Manager |
| **Group/Portfolio** | Service Centre |
| **Classification** | HEW 7 |
| **Position Number** | 00053837 |
| **Reports To** | Product Manager |
| **Employment Type** | Fixed Term |

## Position Purpose

## IT Service Managers maintain the organisation's IT service management framework (based on ITIL), and are responsible for educating colleagues on the application of ITSM best practice. They oversee change management, manage major incidents and coordinate problem resolution across multiple teams and domains. They leverage IT performance data to drive continuous improvement activities to ensure the organisation's IT service management maturity is increasing. They actively drive the ongoing continual improvement of the IT service management framework.

## 2.0 Eligibility Requirements

* + - The occupant of this position will hold a relevant degree with at least 4 years' subsequent relevant experience.

## 3.0 Key Responsibilities

* + - **Specialist advice.** Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.
    - **Knowledge management.** Organises knowledge assets and oversees the lifecycle of identifying, capturing, classifying, storing and maintaining assets. Facilitates sharing, collaboration and communication of knowledge. Monitors the use and impact of knowledge; interrogates existing knowledge content to identify issues, risks and opportunities. Implements specific knowledge management initiatives.
    - **Methods and tools.** Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.
    - **Organisational capability development.** Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation. Contributes effectively to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes. Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses. Selects and prioritises improvement opportunities, generates buy-in and plans improvement activities justified by measurable organisational benefits. Mentors and supports localised continuous improvement activities.
    - **Service level management.** Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.
    - **Configuration management.** Agrees scope of configuration management processes and the configuration items (CIs) and related information to be controlled. Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation) for configuration management to ensure information is complete, current and accurate. Plans the capture and management of CIs and related information. Contributes to development of configuration management strategies, policies, standards, and guidelines.
    - **Change management.** Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.
    - **Problem management.** Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
    - **Incident management.** Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents and informs service owners in order to minimise probability of recurrence and contribute to service improvement. Analyses metrics and reports on performance of incident management process.
    - **Customer service support.** Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Ensures that the catalogue of requestable and supported services is complete and current.
    - Supports compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
    - Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).