

# POSITION DESCRIPTION

## Manager, IT Service Management



### POSITION DETAILS

Position Title	Manager, IT Service Management
Classification	HEW 9
Position Number	NEW
School/Office	Digital Services / Customer Service & Experience
Division	Division of Operations

### POSITION PURPOSE

The Manager, IT Service Management leads the strategic planning, delivery, and continuous improvement of enterprise IT service management practices across the University.

Reporting to the Executive Director, Customer Service & Experience, the role is responsible for ensuring the effective integration of ITSM frameworks, processes, and platforms that support service excellence, operational resilience, and user satisfaction.

The position provides leadership across key ITSM domains including asset and configuration management, incident and problem management, change and transition, and knowledge management.

The Manager drives a culture of service accountability, cross-functional collaboration, governance, performance monitoring and data informed decision making to ensure alignment with organisational goals and digital transformation priorities.

The role also supports the maturity of enterprise service management capabilities across the institution, enabling consistent, transparent, and user-centric service experiences beyond IT.

### KEY ACCOUNTABILITIES

- Lead and manage the IT Service Management function, ensuring alignment with strategic objectives and service delivery standards and user experience goals.
- Oversee and integrate core ITSM processes including incident, problem, change, transition, asset, configuration, and knowledge management.
- Develop and implement ITSM frameworks, policies, and performance metrics to monitor and

improve service quality and operational efficiency.

- Lead the development and optimisation of service catalogues, service level agreements (SLAs), and operating level agreements (OLAs).
- Facilitate knowledge sharing and collaboration across technical and functional teams to drive a unified service management approach.
- Support enterprise-wide incident and change response coordination, particularly for major incidents or high-impact transitions.
- Contribute to the uplift of self-service and automation capabilities within the service platform to improve efficiency and user experience.
- Provide strategic guidance and support to direct reports, fostering a high-performance culture and professional development and capability uplift.
- Collaborate with senior stakeholders across ITDS, professional and academic business units, and external partners to ensure service alignment and responsiveness and transparency.
- Champion continuous improvement and innovation in service management practices, leveraging tools, data, user feedback, and Industry trends to enhance service delivery and platform maturity.
- Ensure compliance with IT governance, risk, and regulatory requirements across all service management activities.
- Contribute to enterprise service strategy and planning, ensuring ITSM capabilities support broader digital transformation and service experience objectives.
- Monitor and report on service performance, using dashboards and analytics to inform decision-making and stakeholder engagement.
- Demonstrate a proactive commitment to continuous learning, staying current with emerging technologies, frameworks, and industry trends to inform service management practices and innovation opportunities.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

- Tertiary qualifications in Information Technology, Business, or a related discipline, or equivalent experience.
- Extensive experience in IT service management leadership within complex enterprise environments.
- Proven expertise in ITIL or equivalent frameworks, with demonstrated success in implementing and optimising ITSM processes.
- Strong leadership, stakeholder engagement, and change management capabilities.
- Excellent analytical, problem-solving, and decision-making skills.
- High-level communication and interpersonal skills, with the ability to influence and collaborate across diverse teams.
- Demonstrated experience in improving service maturity and customer satisfaction through ITSM practices.
- Experience building and leading multi-disciplinary teams and managing cross-functional service improvement initiatives.

### Technical Proficiency

- Excellent analytical, problem-solving, and decision-making skills.
- Knowledge of enterprise platforms, service management tools, and digital transformation principles.
- Proficiency in service management platforms such as ServiceNow or equivalent.
- Familiarity with enterprise reporting and dashboarding tools to support data-informed service management.

- Understanding of configuration management databases (CMDBs) and their role in operational visibility and control.
- Knowledge of DevOps and Agile methodologies in the context of service transition and change management.

Desirable

- Formal ITIL v4 certification or equivalent.
- Experience extending service management capabilities into non-IT business functions.
- Exposure to higher education or public sector environments.

## KEY RELATIONSHIPS

**This position reports to:** Executive Director, Customer Service & Experience

**This position supervises:**

- Senior, IT Asset & Configuration Owner
- Senior, ITSM Process Owner
- Senior, Incident, Problem, Change & Transition
- Specialist Analyst Developer
- Knowledge Officer

**Key internal relationships:**

- ITDS Leadership Team
- Enterprise Architecture
- Service Delivery and Support Teams
- Staff Experience Portfolio

**Key external relationships:**

- Technology vendors and service providers
- Industry peers and professional networks

## CHALLENGES

- Driving service excellence and innovation in a dynamic and evolving digital environment.
- Balancing strategic priorities with operational demands and resource constraints.
- Embedding consistent ITSM practices across diverse teams and platforms.
- Managing stakeholder expectations and change impacts during transformation initiatives.

## OCCUPATION SPECIFIC CAPABILITY SET



SFIA Capability	Code	Level	Rationale
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Service Management	SLMO	6	Leads the design and continuous improvement of end-to-end ITSM practices across domains.
Change Control	CHMG	5	Oversees structured change management processes and balances change velocity with risk.
Incident Management	USUP	5	Ensures effective management of incidents including escalation, resolution, and reporting.
Problem Management	PBMG	5	Leads root cause analysis and trend identification for recurring service issues.
Asset Management	ASMG	5	Manages the lifecycle and governance of IT assets across the university.
Configuration Management	CFMG	5	Oversees the integrity and accuracy of configuration data within the CMDB.
Knowledge Management	KNOW	5	Facilitates knowledge capture, reuse, and accessibility across IT support teams.
IT Governance	GOVN	6	Ensures service management practices comply with institutional governance and risk frameworks.
Metrics & Performance Measurement	MEAS	5	Defines and tracks KPIs and dashboards to assess service performance and drive improvements.
Relationship Management	RLMT	5	Builds collaborative partnerships across internal and external stakeholders.
Leadership	LEDR	6	Leads, motivates, and develops high-performing service management teams.
Innovation	INOV	5	Drives service improvements through the adoption of emerging tools and approaches.
Customer Service Support	CSMG	5	Manages end-user support expectations and ensures consistent, high-quality service.
Business Risk Management	BURM	5	Integrates service management with institutional risk management practices.

## UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's

policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by:**

**Date:**