



ITSM Reporting Specialist

Position Detail

Reports To	Manager Service Management	Group	Chief Technology Enablement Office
Classification	ASA7A	Location	Brisbane / Melbourne / Canberra
Reports – Direct Total	Nil		

Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient, and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

Primary Purpose of Position

As the ITSM Reporting Specialist, you will review and analyse current reporting requirements and capabilities, then develop and implement a roadmap to uplift reporting practices across Support Services.

This includes simplifying, automating, and improving reporting practices, the use of reporting tools and data analytics, to provide actionable insights on service performance.

This role will develop performance metrics and an executive level service performance scorecard, improving both the accuracy and quality of information presented to better inform decision making.

Accountabilities and Responsibilities

Position Specific

- Establish requirements and conduct analysis of current reporting capabilities, then develop a capability uplift plan for Service reporting.
- Design and develop intuitive and high value dashboards and reports relating to IT Service Management and Service Performance reporting.
- Delivery and interpretation of high-quality insights through use of modern reporting methodologies.
- Work with business stakeholders, peers, leaders, and technical specialists to uplift reporting capability in support of corporate and strategic objectives.
- Determine best-fit reporting metrics across multiple disparate platforms.

- Streamline manual processes and automate reporting methodologies.
- Ensure that data analysis and reporting is consistent and accurate across Support Services and the Value Chain.
- Work within systems with various levels of maturity and capability to achieve best possible reporting outcomes.
- Analysis of reported patterns and trends to improve service delivery, working closely with business stakeholders and vendors on key reporting requirements.
- Prepare complex Service performance reports, analysing and presenting data along with appropriate recommendations for service delivery improvements.
- Support CTEO on analytical initiatives.
- Other duties as required to undertake the role.

People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Work closely with the Incident and Problem Manager, Change and Release Manager to develop and implement enhancements to our ITSM systems, catalog, and processes.
- Provide advice and support to consumers of reports.

Compliance, Systems and Reporting

- Compliance with regulatory, risk, environmental and any other applicable standards.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Discharge safety accountabilities and responsibilities in accordance with Airservices' policy
- Awareness of the requirements of Civil Aviation Safety Regulations including Part 171

Key Performance Indicators

Efficient, Effective and Accountable

- Reporting consistently supplied to published and agreed timelines.
- Accuracy and quality of reporting is measurably improved from current state
- Quality of actionable insights to support decision making
- Data presentation is user-friendly and well understood by a broad user-base
- Proven and measurable efficiencies attained
- Automation opportunities are evaluated and implemented

Commercial

- Ready identification of risk and cost implications to influence decision making

Safety

- Compliance with safety, risk, environmental and any other standards

Key Relationships

- Service Management Team – Support Services
- Technology Enablement Platform Heads, Team Leads and Technical Leads - CTEO
- Asset Information Management Teams – Value Chain
- Executive Assistants – CTEO/Value Chain
- Board Secretariat – Value Chain
- Stakeholders and technical SMEs - Value Chain
- Planning, Performance and Analysis teams - Value Chain

Skills, Competencies and Qualifications

SFIA framework key skill/s

Category	Sub-category	Skills	Level
Development and implementation	Data and analytics	Business Intelligence	4
People & Skills	People Management	Employee Experience	4

- Experience in reporting and analytics of IT services under an ITIL framework including incident, problem change, availability, configuration, and service desk.
- Experience with contemporary reporting tools, (including but not limited to PowerBI, ServiceNow Analytics and Cognos).
- Experience in analysis and development of service reports in a complex IT/OT environment with multiple management frameworks.
- Established capability and proven experience with data analytics and service delivery performance reporting in a fast-moving operational environment.
- Experience and results in research, analysis, reporting in a complex, operational, and geographically dispersed organisation.
- Ability to dissect and understand complex business processes to provide robust and accurate reporting.
- A high level of computer literacy skills and experience information management systems.
- Strong understanding of and experience with IT Service Management toolsets
- 5+ years in an ITSM led Service Operations environment.
- An analytical approach to tasks, combined with well-developed problem-solving skills.
- A demonstrated ability to interpret data and work with limited technical guidance on moderately complex tasks.
- Well-developed verbal and written communication skills, and the ability to manage important business relationships.
- Tertiary qualifications in a relevant field and/or equivalent experience.

Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect, and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential, or perceived conflict of interest
- Behaving in a way that upholds our vision, mission, and values, and promotes the good reputation of Airservices.

Other Requirements

- Must be an Australian Citizen.
- Must be able to achieve and maintain an Australian Government National Security Clearance at the required level.