# ITSM Design & Integration Specialist

## Position Detail

| Reports To | Manager Service Management Design, Integration & Transition | Group | Chief Technology Enablement Officer |
|---|---|---|---|
| Classification | ASA7B | 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

The primary purpose of this role is to build, implement and maintain the ITSM service design and integration process in Airservices and support the promotion of ITSM orientation across the organisation.

The ITSM Design and Integration Specialist will promote the application of the ITSM design process to both business and technology projects, and the design and introduction of new standard service offerings. Projects will range in size, complexity and criticality to the organisation, and the position will work across transformational projects of significant importance to achieve organisational goals.

The role will also be responsible for working with projects and the commercial team to apply service management requirements to the procurement of managed services.

## Accountabilities and Responsibilities

Position Specific

- Design, build, implement, and maintain the ITSM service design and integration process in accordance with supporting ITSM strategies. Maintain, manage, and proactively explore ways to improve ITSM artefacts used to promote service management interactions with internal and external service providers (Cross Functional Services, SLAs and KPIs, Governance and Reporting)

- Engage with Projects to clearly understand service requirements for proposed new services. Determine degrees of anticipated integration into the ITSM operating environment. Analyse, quantify, and cost effort and capability required to build project specific solutions, mapped to Airservices ITSM operating model.
- Working within Project structures, lead the planning, design, and implementation of support and service delivery models to onboard new vendors and services into the Airservices ITSM operating model and tools. This includes proactive collaboration with all teams contributing to outcomes from the Service Delivery process (e.g., Technical Operations Centre, Service Desk). Perform service transition activities on behalf of the project to support transition of services into BAU.
- Scope and define the IT services being implemented or changed, according to the design principles and the service orientation. Apply the service design (e.g., creation of SMPs) to projects, establishing appropriate ownership and accountability for the ongoing management of services.
- Support the creation and maintenance of the ITSM service design process flow documentation, designing it in a manner consistent with the process quality framework.
- Collaborate with the continual service improvement team to analyse and identify improvements to the service design process.
- Proactively identify potential risks and escalate these to the line manager. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities
- Produce ITSM Service Design artefacts such as service definition documents and service management packages (SMPs), to describe how new or changed services are to be designed, built, tested, deployed, and operated.
- Act as the Support Services ITSM expert throughout the duration of project engagement, providing advice and consultation to Project Managers and their delegates on the value and effectiveness of the ITSM framework. Ensure project teams are fully appraised of the organisation's ITSM strategy and understand the benefits of its use.
- As directed via project and procurement governance, participate in the evaluation of service provider responses to submissions for new services. Review proposed solutions for their adherence to stated requirements, assessing applicability to the ITSM operating model, and required service levels.
- Referencing ITSM maturity frameworks and business roadmaps, analyse, design, and create requirements for changes to the ITSM toolset, including defining new or revised business rules and processes.
- Analyse, design, and implement ITSM process and tool changes in support of ITSM transformation.
- Ensure that service level agreements are complete and cost-effective across the catalogue of available services.
- Other duties as required to undertake the role.

People

- Live the Airservices values to achieve outstanding outcomes for the organisation and our customers.
- Maintain an effective working relationship with Airservices management and staff, outsourced or partnered service providers, vendors and governance areas relating to change management.
- Develop, maintain, and clarify market specifications, lead service provider evaluations including acquisition processes and participating in negotiations with suppliers to establish contracts for the provision of products and services as they relate to CTEO operations and delivery.

Compliance, Systems and Reporting

- Maintain awareness of and ensure compliance with CASR Part 171 regulations.
- Design, agree and implement service provider ITSM tool integration/interfacing with Airservices' ITSM tools and Airservices Technical Management Standard.
- Analyse, report, and recommend improvement opportunities in support of ITSM maturity.
- Escalate where changes may create a higher risk and impact on the business.
- 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
- Assure organisational systems, services and process addresses the requirements of Civil Aviation Safety Regulations including Part 171.

## Key Performance Indicators

Efficient, Effective and Accountable

- Well defined and adhered to standards and processes
- Clear ability to communicate ITSM principles and benefits to all stakeholders
- Enhancements to ITSM Tool set are managed to budget and delivered via agreed releases
- Service providers onboarded in line with SIAM model and integration standards
- ITSM transformation outcomes increase ITIL maturity

Commercial

- Support CTEO strategy and other improvement plan deliverables.
- Align and support the timeframes of change process KPIs agreed in external agreements.
- Work effectively with external vendors/partners to deliver and improve change process outcomes.

People

- Exert influence to ensure best outcomes for our customers.
- Coaching and mentoring within and external to the Service Support team in uptake of and adherence to documented process.
- High level of customer service.

Safety

- Demonstrate safety awareness and behaviours consistent with organisational standards and requirements.
- Contribute to safety reviews (SCARDS) where necessary.
- Compliance with safety, risk, environmental and any other standards.
- Compliance with regulatory standards.

## Key Relationships

- Manager, Service Management Design, Integration and Transition (direct report)
- All Support Services teams.
- Technology Enablement Platform Heads, Team Leads and Technical Leads.
- Project Managers and their delegates.
- IT strategic partners, contractors, and service providers – communication and engagement in relation to contract performance, changes, and deliverables.
- Stakeholders and technical SMEs across the Value Chain.

## Skills, Competencies and Qualifications

### SFIA framework key skill/s

| Category | Sub-category | Skills | Level |
|---|---|---|---|
| Development and implementation | Systems development | Systems integration and build | 5 |
| Delivery & operation | Service Management | Service Level Management | 6 |
| People & Skills | People Management | Employee Experience | 4 |

- Demonstrated ability to design cost effective and efficient ITSM service support models and onboard service providers in line with SIAM model.
- Experience working within ITSM and SIAM frameworks.
- Demonstrated ability to drive, deliver and sustain improvement plans and improve levels of services provided.
- Experience performing service management role/s in complex organisations with multi-sourced delivery models, including responsibilities for ITSM service design, and the application of processes to projects to design and introduce standard services.
- Broad knowledge of infrastructure services and technologies including data centre and compute platforms and products, collaboration and productivity suites, network services (voice, mobile, data), IT service management tools, and service consumption patterns.
- Demonstrated and strong experience in business writing/reporting.
- Demonstrated ability to manage multiple priorities within a dynamic environment
- Communication and influencing skills to obtain adoption of ITSM service design principles where conflicting priorities exist (i.e., the adoption in projects focused on timeframes and delivering technology solutions).
- IT industry experience of 10 years minimum
- A working knowledge of IT service principles and frameworks including ITIL, process tools, frameworks, and best practice methods
- ServiceNow tool set management experience preferred
- Tertiary qualifications in a relevant field 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.