ITSM Process Analyst

Position Detail			
Reports To	Manager Service Management	**Group**	Chief Technology Enablement Officer
Classification	ASA6	**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 ITSM Process Analyst, you will assist ITSM Practitioners across all processes to operate, review, mature and embed ITSM practices across Airservices. Working closely with the Process Practitioners within Support Services, as well as the Service Desk, Integrated Service Operations Centre, and Platform Delivery teams, you will support the daily operations of the ITSM processes underpinning the delivery of our service operations.

Accountabilities and Responsibilities

Position Specific

- Work in conjunction with Process practitioners, and technical specialists to facilitate process improvement and support the daily operations of activities within the service management processes, including Incident, Problem, Change, Request, Knowledge, Configuration, Release and Service Continuity.
- Ensure that appropriate process documentation is available and current.
- Produce and analyse regular process governance, compliance, consumption, and performance reports for relevant stakeholders.

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- Contribute to the development and ongoing maintenance of relevant business continuity (BCP) and disaster recovery (DR) plans. Work closely with the System Technical Advisors to ensure these plans meet requirements.
- Other duties as required to undertake the role.

People

- Maintain an effective working relationship with Airservices management and staff, partnered service providers, vendors and internal governance areas relating to ITSM processes.
- Provide education to stakeholders including business colleagues, partners, vendors, internal and external service providers. about the incident, change, problem, configuration and ITSC management processes, including potential impacts on ICT systems in the event of a disaster or major incident.
- Collaborate with internal and external auditors and act on findings and /or recommendations that relate to or impact incident, change, problem, configuration and ITSC management.

Compliance, Systems and Reporting

- Maintain awareness of and ensure compliance with CASR Part 171 regulations.
- Ensure relevant processes are reviewed, updated, communicated, published for Airservices and related vendors/partners.
- Ensure that scheduled reviews of existing ITSC management plans are undertaken and updated as required.

Safety

- Demonstrate safety behaviours consistent with enterprise strategies.
- Escalate where change management or service continuity requirements may negatively impact on the business.

Key Performance Indicators

Efficient, Effective and Accountable

- Maintain availability, business continuity and disaster recovery plans as directed.
- Analyse and report on process performance and KPIs in line with required needs.
- Report on and maintain process compliance and performance metrics and support the ITSM Process Practitioners.

Commercial

- Facilitate regular meetings with other BCP Coordinators and Service Providers to gain a clear understanding of / confirm requirements and potential impacts ITSC management.

Safety

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

Key Relationships

- Leadership – provide information and reports relating to IT service management.
- Service Desk, High Priority Incident Coordinator, ITSM Practitioners – liaising to ensure information relating to changes and business readiness are underway.
- IT strategic partners, contractors, and vendors – liaising to ensure change, configuration and ITSC management process requirements and compliance are maintained.
- Colleagues – liaising to ensure change, configuration and ITSC management process requirements and compliance are maintained.

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Skills, Competencies and Qualifications

SFIA framework key skill/s

Category	Sub-category	Skills	Level
Delivery and operation	Service management	Incident management	4
		Problem Management	4
		Change Control	4

- Highly developed interpersonal, representation and communication skills, including a proven ability to develop, influence and maintain working relationships.
- High level of computer literacy skills and experience in industry standard information management systems.
- Strong understanding of and experience working in a service management framework, with knowledge of processes such as Incident, Request, Change, Problem, Release, Knowledge, Configuration & Service Continuity.
- Experience in managing documentation and procedures.
- Ability to analyse and report on data from multiple sources including CMDBs, ITSM toolsets, SAP, Excel, and other reporting tools.
- Proven ability to influence and operate under pressure.
- Business Process Improvement Skills such as Lean Six Sigma (desirable).
- ITIL Foundation Certification.

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.

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