



ITSM Solutions Specialist

Position Detail			
Reports To	Manager Service Management Design, Integration & Transition	Group	Chief Technology Enablement Officer
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

Airservices has adopted an ITSM operating model. New service providers and services are onboarded into and/or integrated with this operating model. This is often executed through projects, for which Support Services has the responsibility to deliver this outcome to programmes in Airservices.

The primary purpose of this position is to work with CTEO support teams, project teams, and Airservices stakeholders to determine requirements and translate these into solutions to be implemented within the ITSM tools such as the ServiceNow platform.

Accountabilities and Responsibilities

Position Specific

- Working within existing frameworks and / or approved projects, analyse product and service requirements and required service levels, and determine effort required to integrate new service requirements into the ITSM tools, including ServiceNow.
- Create work packages, including cost estimates and timeframes to integrate service providers and new services into the ITSM tools.
- Manage and coordinate the translation of ITSM designs into solutions within the ITSM tools, working closely with the ITSM technical teams to implement solutions.
- Determine, prioritise, and oversee delivery of functional service requirements and proposed service design options based on in-scope service management tools (e.g., full, or partial integrations between ServiceNow and Service Provider ITSM tools, or manual methods of data exchange). Ensure designs are clear and unambiguous so that ITSM tools team can efficiently translate them into coded solutions.
- Ensure the ITSM design activity for on-boarding services and service providers incorporates all key processes, as determined by Airservices ITSM Operating Model. These will likely include the following core functions: Incident, Problem, Change, Request, Event and Availability Management and Service Continuity and Disaster Recovery plans.
- Coordinate the on-boarding and transition of Service Providers, teams, practices, processes, procedures, and knowledge-based articles, working with the ITSM tools team to onboard data into ITSM tools. Ensure all artefacts are prepared and ready for go-live, and that all stakeholders are informed, consulted and trained where necessary.
- Proactively assess ongoing viability of designed ITSM solutions via key stakeholder consultation, cost analysis, and use of key performance indicators to monitor supplier performance and to ensure continuous improvements are identified. Also assess opportunities to create service value through potential ServiceNow integration with existing vendors where such interfaces do not exist.
- Ongoing proactive review of the workability of the ITSM solution design process and analyse and propose subsequent improvement opportunities where service value can be enhanced, and where aspects of the end-to-end process can be refined or improved, particularly to streamline migration activities and reduce timeframes.
- Lead the onboarding of service providers and new services into key processes:
 - Incident Management including Major Incident Management,
 - Problem Management,
 - Change, configuration, and release management,
 - Request Management,
 - Event and Availability Management, and
 - Service Continuity and Disaster Recovery plans.
- Other duties as required to undertake the role.

People

- Live the Airservices values to achieve outstanding outcomes for the organisation and our customers.
- Develop, maintain, and clarify work packages, including effort, cost, and timeframe estimates, for integrating service providers and new services into Airservices.
- Maintain an effective working relationship with Airservices management and staff, outsourced or partnered service providers, vendors and governance areas relating to technical 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.
- Analyse, report, and recommend improvement opportunities and align to the Technology Management Standard when developing improvement plans 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.
- Project documented benefits can be mapped to workable and effective solutions in ServiceNow.
- Successful transition of services to the Service Desk and BAU teams.
- ITSM transformation outcomes increase ITIL maturity.
- Opportunities to convert existing service providers to ITSM environment are realised where value can be realised.

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 internal and external Support Services and Service Resolver teams.
- Technology Enablement Platform Heads, Team Leads and Technical Leads.
- ServiceNow technical implementation service provider.
- 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 design	5
		Systems integration and build	5
People & Skills	People Management	Employee Experience	4

- ServiceNow practitioner experience with broad knowledge of the tool's capabilities and deep experience with developing solution designs to meet business requirements.
- Demonstrated ability to translate requirements and design efficient and effective ITSM service solutions.
- A working knowledge of IT service principles and frameworks including ITIL, process tools, frameworks, and best practice methods.
- Experience working within ITSM frameworks.
- Demonstrated ability to drive, deliver and sustain improvement plans and improve levels of services provided.
- Demonstrated and strong experience in business writing/reporting.
- Demonstrated ability to manage multiple priorities within a dynamic environment
- IT industry experience (10 years minimum).
- Minimum ITIL Practitioner certification.
- Degree in IT 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.

