

**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES  
ENJOY A VIBRANT LIFESTYLE**

## Service Delivery Manager

<b>Division</b>	Finance & Corporate Services	<b>Department</b>	Technology Services
<b>Reports To</b>	Manager Technology Services	<b>Direct Reports</b>	Yes

### Position Purpose

This position will lead and manage Council's Technology Service Delivery Team to ensure Council's technology support needs are delivered through effective and efficient IT systems and solutions.

### Key Responsibilities and Outcomes

#### Operational

As Service Delivery Manager and member of the Technology Services leadership team you will:

- Drive operational excellence through building positive relationships with our customers and maintaining a high level of service management compliance and responsiveness whilst ensuring activities remain on time and within budget.
- Oversee the operation and ongoing development of the Service Desk, Application Support and End User Compute teams to deliver frontline worker support.
- Implement, refine and maintain ITIL processes.
- Manage and drive improvement of ITSM services including development and maintenance of a service catalogue, CMDB and IT asset management service.
- Lead and support the Information Management team to deliver the Enterprise Content Management system, policies and procedures within legislative guidelines.
- Maintain awareness of emerging technologies and establish plans to leverage new approaches to improve overall efficiencies and/or effectiveness of managed Technology systems.
- Ensure availability and reliability of service is consistent with Council's business needs, including being primarily responsible for incident management and provide input into development of business continuity and recovery plans.
- Manage the Technology Business Engagement Function to build high level relationships across a range of diverse internal and external stakeholders and improve communication.
- Drive a high performance, continuous improvement, and customer focused team culture.
- Actively participate in the preparation of reporting, annual budgets for the department, development of strategy, roadmaps and business plans.
- Actively participate in the formulation and implementation of effective policies, practices and procedures.

#### Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader you will shape the culture of the organisation by consistently role modelling the values expectations and behaviours and empower your leaders to do the same.

### Decision Making

**Budget** - TBC

**Delegations** - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.



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### Knowledge & Experience

- High level knowledge and experience in the operation and ongoing development of complex IT systems and solutions.
- High level knowledge and experience in the ICT industry combined with a proven track record of success in a similar leadership/management role within a large local government or similar customer focused business environment experiencing rapid change.
- High level experience managing a team of IT specialists to drive high performance outcomes.
- Experience working in and leading an ITIL based ITSM function.
- Excellent people and relationship skills with demonstrated ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

### Qualifications

- Degree in computer science, information systems, business management or other relevant field, or suitable relevant experience.

*This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*