Service Management Specialist

Position Detail			
Reports To	Service Manager	**Group**	Technology Enablement
Classification	ASA 6	**Location**	Brisbane/Melbourne
Reports – Direct Total	0		

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 154 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 control 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

This role reports to the Service Manager and has an operational / support focus. Activities will predominately be related to the following key areas:

- Vendor management (in a service integration and management (SIAM) environment including but not limited to participating in performance reviews; ensuring service targets are being met; reporting to management; and escalation of issues when required)
- Asset Management
- Contract Management
- Service Management with a particular focus on end-to-end service level management.

As a team member of the Service Management team within the Technology Enablement branch, you will be responsible for managing the delivery of a variety of IT services against contracted SLA's.

Accountabilities and Responsibilities

- Collate service management data, analyse and report to demonstrate IM&T performance and areas for improvement

- Work with the Lead to increase service management maturity through assessing, analysing, reporting, educating and advising on related processes and activities.
- Ensure effective governance of IM&T service management processes through regular review and reporting to appropriate governance bodies.

  Monitor and manage the day-to-day provisioning of existing services against established supply agreements
- Develop and maintain an understanding of the services, contracts and suppliers supporting consumption of IM&T services within the business
- Perform the primary data collection and collation tasks, with Service Desk, procurement and Finance etc. and maintain the SLM knowledge base as it develops
- Shadow other members of the team and backfill as necessary in the team
- Monitor orders against Service Requests and track the delivery of the service with suppliers (internal and external)
- Control ordering against established contracts
- Contract cost compliance tracking
- Supplier management for services against established service levels, including financial reconciliation against invoices
- Ensure the disposal / retirement of assets against established contracts
- Software license tracking
- Contract renewal date tracking
- Warranty tracking
- Physical asset tracking for IM&T devices, including end user computing devices, phones, printers etc.
- Asset audit assistance
- Asset management database (CMDB reconciliation) assistance with Finance
- Keep current with trends in IT Service Management and the changing and evolving functions in IM&T
- Liaise with project and operational teams on lifecycle management initiatives
- Maintain Lease / asset register across the organisation
- Keep current with trends in IT Service Management and the changing and evolving functions in IM&T

People
- Develop and maintain effective working relationships with all staff associated with this function

Compliance, Systems and Reporting

- Ensure Service Lifecycle Management process documentation and reporting requirements are developed and maintained
- Escalate where vendor management issues arise and require intervention

Safety

- Demonstrate safety awareness and behaviours consistent with IM&T requirements
- Direct the safe provision of IM&T services through assessing capacity and configuration requirements or issues
- Ensure deadlines are met in relation to documentation and reporting requirements

Key Performance Indicators

Manage to SLA's, service contracts and escalate non-compliance to the Strategy Partner management team

- Ensure ongoing supply of services through monitoring of orders v forecast.

   Ensure required variations to contracts are in place prior to required dates.

- Ensure the accuracy of the CMDB in relation to asset is maintained through regular and continuous monitoring and amending

- Ensure documentation in relation to services are amended and updated as and when required ensuring forward visibility to enable proactive decision making.

- Demonstrated value to the team as evidenced by feedback

- Sufficient collaboration within IM&T to be able to describe and report on the contracts and their performance against set goals

- Ensure the Service Lifecycle records are maintained as appropriate

- Appropriate escalation within the team where supplier services do not meet SLA's. Commercial

- Obtain review and support lifecycle phases and demand management arrangements at the contract administration level

- Work effectively with financial arms of Airservices to understand and document the financial planning related to the SLM and contract administration and asset audit functions

People

- Engagement
- Collaboration
- Vendor management

Safety

- Compliance with SLM procedures and other relevant processes
- Compliance with safety, risk, environmental and any other standards

Key Relationships

Provide support to the SLM Team Leads, SLM and SI Managers

- Service providers
- Provide support to peers within the team
- IM&T Managers and Team Leaders – provide information and reports relating to SLM   Service

   Desk – understanding Service Requests and the CMDB
- Strategic Sourcing, Contract Management and Finance where commercial / budgeting information is required.

Skills, Competencies and Qualifications

- A knowledge of business technology (service catalogue) used in support of Airservices business systems or an ability to develop this understanding quickly

- An understanding of the Airservices business or an ability to develop this understanding quickly

- Experience in commercial IT services and ideally engineering or airline environments

- Verbal communication and customer service skills

- Communication skills, team collaboration skills

- Flexibility and the ability to develop procedures in a changing business landscapes

- Experience in developing and managing documentation and data, spreadsheet skills are ideal Ability to collate, analyse and report on data from multiple sources including CMDB's, ITSM toolsets, SAP, Excel and other Airservices reporting tools

- Attention to detail

- ITIL Foundation Certification / knowledge and an understanding of ITSM

- Purchasing and supplier management experience at a day to day level for the acquisition of services

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.