

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

IT Service Lead

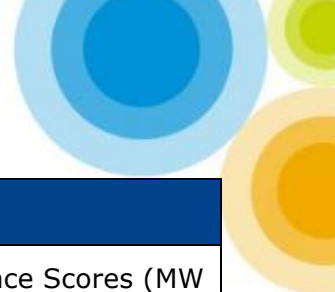
REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Applications	This role has 0 direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
The IT Service Lead reports to the Manager Applications and is accountable for the availability and compliance of respective application services working with support personnel (internal and external) owning the lifecycle management, security and access control and transition of new services into support and ensuring the application is at supported levels, in accordance with business requirements. This role ensures a reliable and highly available application service for the business.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Service Owner for their respective applications and is the primary stakeholder in all of the IT processes which enable or support it.• Delivery of operational day-to-day of application services to the business.• Act as the subject matter expert and trusted advisor with key business stakeholders (internal and external) relating to the respective application services.• Respective application availability including involvement in incidents• Ensuring ITIL compliance for application services e.g. change approvals, incident, problem and asset management.• Involvement in the managed service provider and vendor operational governance.• Development and compliance with standards and procedures including security patching, audit, risk actions.• Involvement and compliance with commercial and procurement processes where required.• Involvement and compliance with Disaster recovery & business continuity testing and events.• Managing application lifecycle to ensure it's maintained to supported levels.• Involvement in service improvement opportunities.• Project coordination of minor enhancements to IT Services.• Working with the business representatives and architecture team to oversee the strategic direction of the application• Supporting with the financial management of the services, including validation of requirements and charges.• Strong communication (written and verbal) and stakeholder engagement skills.• Producing reports as required;• Take care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in Health and Safety improvement initiatives.	

Job level: EA 7
Assessed by: P&C
Date Assessed: Mar 2023
Last Reviewed: Mar 2024

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KEY RESPONSIBILITIES	KPIs
<p>SERVICE MANAGEMENT</p> <ul style="list-style-type: none"> Define and develop IT services and supporting process to support Melbourne Water Business Units, including SLA's, OLA's and KPI's. Driving service maturity and service metrics Services and applications are maintained at vendor supported levels. Collaborate with the Business Enablement team to develop and maintain service road maps Sound knowledge of industry trend and technologies Ensuring new releases or updates are production ready and compliant with standards. 	<ul style="list-style-type: none"> Overall Customer Experience Scores (MW IT Satisfaction Survey Results) Accuracy of application information documentation and CMDB Applications are maintained at supported levels Participates in Change Advisory Board decisions, approving changes to the services they own. Service Catalogue accuracy for the respective service
<p>VENDOR & FINANCIAL MANAGEMENT</p> <ul style="list-style-type: none"> Work closely with the Business and IT teams to ensure delivery of service obligations and performance management of vendors. Supporting with the financial management of the services, including validation of requirements and charges. Effectively maintain relationships with suppliers and vendors. Ensure efficient commercial management of maintenance/supply agreements and timely delivery of contractual obligations. Undertake major incident and problem management activities. 	<ul style="list-style-type: none"> Assist in management of budgets related to the services, including monthly reporting (forecasts and accruals) Contractual management including, monitoring licensing levels and optimisation opportunities. Ensure ITIL processes compliance
<p>BUSINESS RELATIONSHIP MANAGEMENT</p> <ul style="list-style-type: none"> Development of sustainable long-term relationships with key business stakeholders. Engage with organisational members especially in operational areas to actively seek feedback and opportunities for improvements and optimisation in systems. 	<ul style="list-style-type: none"> Customer satisfaction score
<p>PROJECT DELIVERY</p>	<ul style="list-style-type: none"> Minor enhancement of existing service with business & IT stakeholders

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<ul style="list-style-type: none">Project coordination of minor enhancements relevant to IT Services	endorsement and completed in a timely manner
SAFETY <ul style="list-style-type: none">Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives	<ul style="list-style-type: none">Zero days lost to injury

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Strong interpersonal, collaboration, facilitation and negotiation skills with business stakeholders and vendors and suppliers.
- Demonstrate a blend of business acumen, large-scale IT solutions know-how, governance knowledge and IT systems experience
- Possess strong communication skills, and an ability to explain complex technical issues in a simple, straightforward manner that business people can readily understand
- Experience with relevant applications, systems and platform solutions
- Experience with the administration and deployment of business applications
- Understanding of information systems, development and systems integration
- Experience in designing procedures and processes to improve business outcomes
- Understanding of emerging technologies to assist the organisation
- Tertiary qualification in technology or equivalent industry working experience
- ITIL Foundation or equivalent industry working experience
- Excellent understanding of service management delivery methodology, frameworks, and best practice

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

The IT Service Lead will be required to deal with a wide range of stakeholders across the organisation, these include:

- Melbourne Water Business Users
- IT Leadership Team
- Information Technology Team
- Project Managers and resources

EXTERNAL

This includes third party service providers, customers, external project managers, consultants, research organisations, auditors, industry peers and major technology suppliers.

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SALARY RANGE:

Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following :

- Tertiary qualification in Information Technology or equivalent working experience is required
- ITIL qualifications and experience is required
- Strong understanding of Service Delivery principles
- Criminal Records Check

Location: Remote working, 990 La Trobe Street, Melbourne 3008, with some travel to sites

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