

Position Description



Manager BSI Service Delivery

Business Systems & Information

Reporting to Manager Enterprise Technology

Position Purpose

Oversees several key functions within Business Systems & Information (BS&I) that enable the delivery of high-quality service to end users, and to ensure End User Computing support and service delivery processes are in place to meet business needs.

Directs and controls customer support delivery across the organisation through a single point of contact for all IT incidents, service, access and change requests, balancing service level standards, risk and cost; and drives excellence in safety.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Deliver and ensure first level and second level support to users is in line with agreed organisational IT Service Catalogue and Service Level Agreements.
5. Monitor all vendor escalated cases, ensure fulfilment of service level agreements, take action if further support is required, and ensure the business is kept fully informed of progress, completion and risks.
6. Manage the system for logging, monitoring and resolving (including undertaking root cause analysis) IT system-based difficulties. Analyse and proactively initiate improvement investigations. Manage the IT Service Catalogue reporting on performance to provide data for continuous performance improvement actions with a view of increasing efficiency and customer satisfaction.

7. Ensure that skill levels of operators are monitored and upgraded, and the service ethos is maintained.
8. Coordinate the response to service disruptions which trigger formal incident management ensuring they are resolved in accordance with the organisation's incident management framework.
9. Ensure that service delivery is managed within allocated budget and provide financial and service level performance reporting as required.

Key Challenges

- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value add activity and eliminating waste
- Achieving substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change
- Developing and inculcating the new WaterNSW culture

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Level 3 BS&I Product Managers	Service Performance Management
Executive Manager Business Systems & Information	Strategic direction and performance management
BS&I Commercial Manager / BS&I Asset Manager	Acquisition of products and services
Commercial Manager, Strategic Procurement – Finance and Commercial Services	Procurement guidance for high value high risk acquisition of products and services.

Significant External Relationships

Stakeholder	Purpose of Relationship
Key suppliers and vendors	Acquisition of products and services as required and approved.

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Coaching & Developing Others	B	<ul style="list-style-type: none"> • Supports individual development in line with career aspirations and business requirements • Challenges others to achieve their full potential • Actively listens to others • Supports others to establish meaningful goals • Asks questions to create awareness and encourage self-directed problem solving
Driving Performance	B	<ul style="list-style-type: none"> • Ensures the team has the capability and resources required to undertake work effectively • Monitors the team's progress in achieving goals; takes action to keep the team on track and recognise achievements • Works with team members to develop SMART goals • Listens to and involves others in team decisions and actions; values and utilises individual differences and talents

Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	B	<ul style="list-style-type: none"> • Builds and maintains relationships with individuals from other work groups to accomplish shared goals • Adapts approach to meet the needs of a broad range of customers and stakeholders
Customer and Service Responsiveness	C	<ul style="list-style-type: none"> • Actively seeks information to understand customer circumstances, problems, expectations, and needs • Identifies breakdowns in internal processes and systems that directly impact on the customer experience • Develops processes and procedures which provide proactive, responsive and relevant service and solutions to customers

Business	Level	
Analysis and Problem Solving	B	<ul style="list-style-type: none"> • Defines the extent and cause of the problem through observation and investigation • Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions

Continuous Improvement	B	<ul style="list-style-type: none"> • Considers all possible solutions and seeks input from subject matter experts where appropriate • Takes necessary action to implement the identified solution • Analyses current processes and practices to identify opportunities for improvement • Identifies patterns in data and information and implements improvements based on this analysis • Has knowledge of and able to apply appropriate continuous improvement tools to achieve the best outcome • Undertakes improvement projects within own team or business area to improve outcomes by utilising innovative thinking
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Technical Competencies

Competency	Level	
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Mandatory Candidate Requirements

Qualifications:

- ITIL Service Management Foundation certification
- Current NSW Drivers Licence

Knowledge:

- Extensive knowledge of Change Management, Configuration Management and Release Management.

- Advanced knowledge of Service Delivery and Service Management frameworks.
- Advanced relationship management skills across all management levels up to CEO.

Experience:

- Proven extensive experience of information & communication technology, systems, electronic service delivery and emerging trends in a distributed organisation such as Water NSW
- Proven experience in leading and promoting customer focused service delivery in a mid-sized and complex IT environment
- Extensive experience and a working knowledge of the management of an IT Service Desk and desktop support team in alignment with best practice guidelines
- Proven leadership and staff resource management skills in an IT environment, including people, process and technology management skills

Favourable Candidate Requirements

- Extensive relationship management skills, demonstrated ability to proactively and effectively provide high quality customer services and vendor management
- High level of interpersonal and communication skills
- Strong analytical skills

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – office based
- Police Check