

Candidate pack

Service Manager

Executive Level 1

\$110,807 to 124,958 plus 15.4% superannuation

Full Time, Ongoing

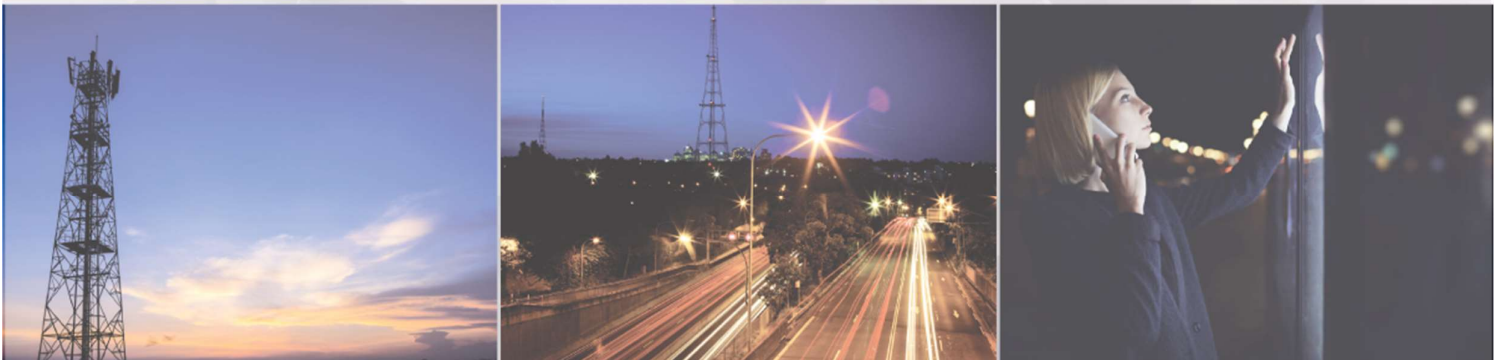
Location: Canberra, Melbourne, Sydney

Division: Corporate and Research

Reference: 2267-2025-1

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Applications close: Monday, 17th February 2025 at 11.30pm AEDT



About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities.

We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA visit www.acma.gov.au

To find out more about working at the ACMA visit [Careers | ACMA](#)

Who we are

The Corporate and Research Division's primary role is to enable and support the Agency to achieve its strategic priorities, performance targets and operational outcomes through the delivery of high quality, contemporary and innovative corporate services, best practice research and analysis, and targeted capability development.

The Digital and Technology Services (DTS) is responsible for the delivery, maintenance and enhancement of quality, secure and fit-for-purpose digital technology solutions and services that support the Agency in achieving its organisational objectives. DTS supports Agency service delivery, security services and the ACMA Customer Service Centre. DTS is also responsible for enterprise ICT services such as collaboration and flexible work, information management, digital and business applications, Internet and cloud. DTS provisions internal business support via the ICT Corporate Service Desk and manages the continuity of ICT and business services.

The ICT Business and Support Services Section is responsible for leading the Corporate Service Desk, and the Customer Services Centre teams to ensure high quality services and outcomes against the following key priorities:

- Develop and maintain ongoing effective service delivery model for ICT helpdesk.
- Develop internal communications plans and support for user adoption of existing and new ICT capabilities (user focused guides, messages, and engaging communications).
- Manage and coordinate the ICT Change and Release Management process for both BAU and major ICT project changes.
- Deliver ongoing effective service delivery for the Customer Service Centre, working closely with Web and Digital Services team to identify improvements to service channel experiences.
- Support the CIDO with compliance reporting, briefings and general staff communications.

About the role

Reporting to the Manager of the Business and Support Services Section (BSS), the Service Manager is responsible for the administration of, and continuous improvement activities within the ACMA's IT Service Management platform - Ivanti Neurons.

As both the technical lead and product manager for Ivanti Neurons the Service Manager will work closely with stakeholders across the ACMA, including CSD and other technical areas, to help identify opportunities to streamline processes and improve the client experience by understanding their requirements and successfully translating business needs into technical solutions.

You do need to understand IT concepts, Service Management practices, and the role of technology to support service delivery.

You will represent BSS in projects requiring section engagement and deliver the agreed technical and governance artefacts. You may also represent the section in governance forums.

You will report on Service Management performance and will actively work to identify opportunities for process refinement and approaches to improve service management practices and delivery.

You will work independently under broad direction to deliver agreed objectives and outcomes.

The key duties of the position include:

- Manage the configuration, deployment, and maintenance of Ivanti Neurons
- Identify and action opportunities to improve the Ivanti Neurons service catalogue to best fit business requirements
- Drives the design and continuous improvement of ITSM practices, including Incident, Problem, Change, Service Request, and Knowledge Management
- Manage vendor relationship with Ivanti Neurons partner

Our ideal candidate

We are seeking an experienced Service Manager who is familiar with ITSM practices and has a focus on continuous improvement.

The ideal candidate for the Service Manager role will have:

- Experience as an ITSM Analyst, Application/Business System Analyst, or in a similar role
- Proven experience with ITSM platforms, including Ivanti (preferred) or similar solutions (e.g., ServiceNow, Cherwell, BMC)
- Proficiency in ITSM applications and modules, including configuration and customisation
- Experience designing and implementing ITSM processes (Request, Incident, Problem, Change, etc.)
- Well-developed planning and task organisation skills
- Strong communication and interpersonal skills both verbally and in writing
- Strong understanding of ITSM frameworks and best practices.

As this role is responsible for the ongoing development with the Ivanti Neurons for ITSM platform we also encourage software development and technical professionals to apply who are willing to undertake appropriate training to gain the necessary skills for this role whilst managing the service management improvements.

You will be comfortable working with a diverse range of stakeholders, assessing product requests and bugs, and conducting quality assurance activities.

You will be an advocate for Service Management best practices and improving the customer experience, and pride yourself on taking a user centred approach.

You will have excellent communication skills and be confident communicating across all mediums.

What can you expect from us?

ACMA offers a dynamic and interesting working environment where you will be working with great people who are dedicated to providing effective communication and media services to the community.

We are a values-driven culture where you can be purposeful, curious and questioning, and collaborative, allowing you to keep being you. Through our commitment to these values, we maintain a fulfilling and supportive environment that promotes the wellbeing of our people.

We invest in our people and want to support you to do your best work every day, so you will have access to learning and development programs, flexible working arrangements, competitive employment conditions and a safe and open office environment.

Other benefits include:

- competitive salaries increasing yearly, refer to the [ACMA Enterprise Agreement](#), plus superannuation contributions of 15.4%. Potential salary matching for the right applicants

- generous leave provisions including 4 weeks annual leave each year (pro rata for part-time employees) with the option to purchase additional leave, paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave each year (pro rata for part-time employees), up to 18 weeks paid parental leave and cultural leave
- access to salary packaging.

Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

The successful applicant must be able to obtain and maintain a **Baseline security clearance** or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\)](#) website.

Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Due to the nature of the role, it will be only offered on a full-time basis.

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy.

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](#).

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume of no more than two to four pages, and include:
 - your full name, contact email and mobile number
 - details of any relevant education and qualifications
 - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
 - other relevant experience.

- the contact details of two referees, including your current supervisor.
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us
 - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.
 - you may like to structure your examples using the problem, action, result (PAR) method:
 - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills
 - **Action:** Outline the action you took to address or resolve the problem
 - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
 - you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.