

Position Title:	ICT Governance Analyst	Classification Level:	Level 5
Position Number:	3240049	Location:	Midland
Reports To:	ICT Governance Manager, Level 6	Positions Under Control:	0
Branch/Section:	ICT/Service Integration	Job Families/ Function:	ICT/SIAM
Business Unit:	Corporate Services	Leadership Context:	Personal Leadership

Business Area Overview

Corporate Services supports the operational business units reach their potential to deliver on Landgate's vision "to fully harness the value of where to power a thriving Western Australia". The Information, Communications and Technology (ICT) branch is responsible for managing the delivery of ICT services with three major areas of focus: governance of the agency's data, technological systems, and applications; support and development of core ICT services; and management of key ICT suppliers on behalf of the agency.

Role Summary

The ICT Governance Analyst assists the ICT Governance Manager and the overall Service Integration and Management (SIAM) team in their duties and responsibilities to ensure that a robust ICT Governance and Assurance framework is in place and regularly reviewed. This role is responsible for assisting in a regular program of quality assurance reviews, ensuring that ICT services are delivered in line with relevant contracts and agreements. This role is responsible for assisting in the management of audit, risk and supplier performance.

Responsibilities

- Contributes to the implementation and application of approved Service Integration and Management (SIAM), and IT Infrastructure Library (ITIL) processes, ensuring that internal and external ICT suppliers adhere to processes.
- Collects, compiles, and assesses data analytics for Key Performance Indicators (KPI) and Service Level Agreements (SLA) that assist in the management of performance and reporting obligations.
- Participates and contributes to Landgate's ICT Risk and Audit function, including sourcing improvement opportunities within SIAM and ITIL processes and ensuring standards alignment across the multi-supplier environment.
- Provides coordination and administration of SIAM Audit, Risk & SLA Forums.
- Conducts reviews for assurance purposes and prepares reports that identify observations and improvement opportunities for discussion and negotiation with senior management, stakeholders, and external service providers.
- Drafts and updates new and current governance material by conducting audits of existing processes that promote and ensure compliance to policies, statement of works, and satisfies program objectives for whole of government initiatives.
- Provides administrative and operational support to the ICT Governance Manager in managing governance standards of large and complex contracted ICT services under SIAM or ITIL frameworks.
- Provides advice and guidance to various internal and external stakeholders and contractors in regards to governance and assurance standards and procedures.
- Collaborates and cooperates with the Service Integration team to assist in achieving strategic objectives and improvement opportunities.
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.
- Acts with integrity at all times, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.

- Performs other duties as directed.

Essential Role Requirements

Expected Behaviours

Landgate has adopted the Public Sector [Leadership Expectations framework](#), and this role sits in the **Personal Leadership** context. Personal Leadership is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the agency.

- **Lead collectively** – You understand your agency’s objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think through complexity** – You use information and analysis to initiate problem resolution and seek guidance as necessary.
- **Dynamically sense the environment** – You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
- **Deliver on high leverage areas** – Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **Build capability** – You provide technical and professional support to your peers, making time to mentor others in your team.
- **Embody the spirit of the public service** – You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Lead adaptively** – You are responsive to change in your work environment.

Experience/Qualifications

- Experience assisting in the managing of Governance in a large and complex contracted ICT services under SIAM or ITIL frameworks.
- Experience in the reporting of SLAs, risks and audit findings.
- Sound understanding of a broad range of ICT technologies including infrastructure services, application support services, and project services.
- Previous experience with the coordination and administration of Audit & Risk Forums.

Appointment Conditions

- National Police Clearance

Reporting Relationships

Reports to:	
ICT Governance Manager, Level 6	Other positions reporting to this position:
	Nil
This position:	
ICT Governance Analyst, Level 5	
	Direct reports:
	Nil

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Business Unit	Name	Date
P&C Advisor, People Culture and Environment	Hannah Duffy	26/02/2026
Senior Manager, Service Integration, ICT	John Mojas	26/02/2026

Effective Date: 26 February 2026