



Role Statement

Position Title: **Senior IS Support Services Officer** Position Number: **40001004**
Salary & Level: **Level 6 PSCSAA 2019** Last Update: **November 2020**

The Organisation

Every day Lotterywest gives West Australians a chance to dream by playing a range of lottery games. As well as selling our games and handing out millions of prizes to winners, we are unique in Australia as the only lottery to directly support the community through our grants.

Every time you play Lotterywest Games, you help support thousands of grants for not-for-profit organisations and local government authorities, as well as the health, sport and art sectors through our statutory funding.

Lotterywest has proudly supported the community for over eighty years and remains committed to our vision to build a better Western Australia together.

About the Information Services Business Unit

Information Services is responsible for the information and technology related support functions critical to Lotterywest's Information technology operations. In addition to the support role, Information Services is responsible for the overarching compliance, change management and technology partner for the business critical gaming system.

The business unit comprises three streams being Planning, Build and Run functions.

Key Focus Areas of Position

Reporting to the Senior Manager IS Operations, the Senior IS Support Services Officer leads the management and operation of the IT Service Desk which is central to providing exceptional customer centric service and support.

This is a senior role, responsible for the overall delivery of IT services to internal Lotterywest customers. The role will develop, in conjunction with the Information Services Executive Team, a strategic plan for the Service Desk, covering the aspects of service management, service delivery and the service delivery tools utilised across IS and Lotterywest as a whole.

This role will also be responsible for managing the transition of the IT Service Desk from a focus on incident and problem management to embrace more completely the practice of service management, continue to provide excellent customer service and foster proactive engagement with business stakeholders and customers to discover better and more productive ways of working.

The role has the following key focus areas:

- **Transformational Leadership** – The leader will have excellent transformational leadership and collaborative skills, to develop and build a shared vision, guide the team, foster key partnerships within the business and maintain a future focused standard for the IT Service Desk
- **Customer Centric & Relationship Management**– Deliver excellent customer support to our internal partners and supporting Lotterywest teams, by developing and maintaining productive partnerships with business-critical service providers and key stakeholders. A capability to manage relationships at all levels within the business

- **Technology Support & Reliability** – Provide support to Lotterywest’s desktop and portable technology fleet, including software licensing. Monitor and report on the reliability of IT solutions and services within the network and administers the technology in line with business needs
- **Standards and Service Readiness** – Through their knowledge of Service Integration and Management (SIAM) methodologies and utilising aspects of the ITIL framework relevant to the service model, Senior IS Support Services Officer will develop and maintain consistently high standards across the IT Service Desk delivery model.

Key Responsibilities

This role does maintain an operational component, where the team and business demand it. Other key responsibilities include, but are not restricted too the following;

- Provides effective transitional leadership and management of the IT Service Desk operational functions monitoring incidents and activities, ensuring system capacity, availability and meet or exceed service level agreements and targets
- Manage the relationship with Business Stakeholders, aligning the Service Desk model to the changing demands of the business
- Strategically align, Implementation and management of a modern and reliable IT Service Desk toolset and supporting processes to provide a proactive support role delivering greater management and visibility of activities, incidents, change/release management and problem management
- Ensures the IT Service Desk framework, methodology, processes are in line with modern ITIL and SIAM practices, providing sound governance, and alignment to business requirements
- Develops the skills, experience and customer centric approach and culture within the IT Service Desk team to enhance their capabilities towards providing excellent, continuous and autonomous service. The role will include coaching and mentoring the team as well as development of their technical capabilities
- Management of the assigned budget for applications, hardware essential software required to operate the business
- Performs reviews and audits including performance monitoring and reports on results to the management team. Reporting of service level achievements and implementing changes based on evidenced business demands
- Manages all contracts effectively ensuring they are in line with State Government guidelines
- Other duties as required

Mandatory/Special Role Requirements

- Drivers Licence
- Police Clearance
- Some afterhours work

Essential Selection Criteria

1. Demonstrated experience in the strategic transitional management of an IT Service Desk, with tools, processes, team resourcing and business relationship management at the core of the role
2. Demonstrated experience Managing a Service Support Team in the application of IT Infrastructure Library (ITIL) and IT Service Integration and Management practices (SIAM)



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3. Demonstrated experience in managing the tracking of requests and reported incidents via service tickets
4. Demonstrated management experience of IT Service Desk job tracking technologies and the application of these
5. A proven customer centric approach, with excellent communication skills with demonstrated experience in developing and managing relationships with internal and external customers and stakeholders
6. Demonstrated contract management capabilities, including managing a mixed model of internal support and managed services
7. Excellent technical, analytical and problem-solving skills



Authorised by:

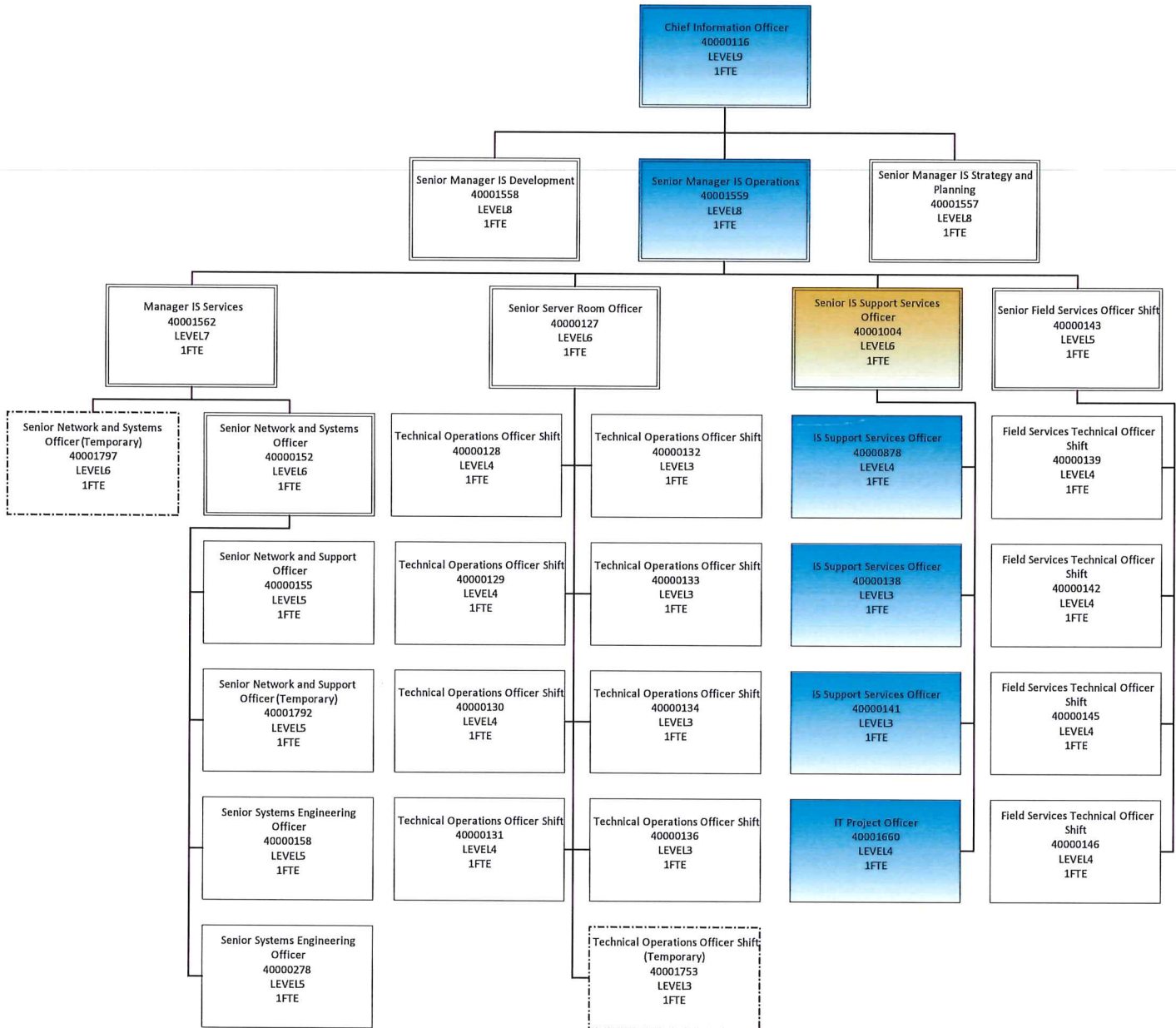
A handwritten signature in blue ink, appearing to read "CHRISTIAN RASMUSSEN".

**CHRISTIAN RASMUSSEN
CHIEF INFORMATION OFFICER**

Date:



Reporting Relationship



| Direct Reports | Indirect reports |
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