

Job application pack

Thanks for your interest in working at Lotterywest. This guide includes information about our recruitment and selection process to support you in preparing and submitting a strong job application. Good luck!

Senior IS Support Services Officer

Level 6 \$102,966 to \$113,590 PSCSAA

Job vacancy number: 20/094

Full time– permanent

Follow these important application instructions:

i *Please submit your application by 9.30am on 25 January 2021. Unfortunately, we can't accept late applications so please allow yourself enough time to complete your application before the due date and time.*

Apply online through the jobs.wa.gov.au website by clicking the 'Apply for Job' button and follow the instructions. Our People and Culture team are happy to help if you need assistance on (08) 9488 6493.

Please submit your CV and a cover letter of no more than 1500 words addressing the essential selection criteria which is outlined on page five (5).

For more information about the position please contact Steve V Jones, Senior Manager IS Operations on (08) 9488 6339.

To learn more about Lotterywest please visit lotterywest.wa.gov.au.

Suitable applicants may be considered for future similar employment opportunities at Lotterywest during the next six months.

About Lotterywest

Lotterywest has been giving Western Australians the chance to dream for more than 85 years. We're the only lottery in Australia, which is State Government owned and operated, with the majority of money spent on lottery tickets being returned to the community through prizes and grants.

Thanks to those that purchase our games and the hard work of over 500 retailers that sell them, our grants are a vital source of support for Western Australia's public hospitals, sports, the arts, local government authorities and thousands of not-for-profit groups.

The vision 'Building a better Western Australia together', has been the foundation of our operation since 1932 and enables us to continue delivering value to our State and remaining a Western Australian icon.

In 2018, Healthway commenced integration with Lotterywest and shares a common CEO. The Healthway team is co-located with the Grants and Community Development Business unit in Lotterywest.

Our purpose

To enhance the quality of life and well-being of all West Australians through the funding, leadership and support we provide to our beneficiaries and by operating our lottery business with excellence and integrity.

Our values

- Customer focused
- Upbeat
- Authentic
- Smart
- Reliable
- Adaptable

About the 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

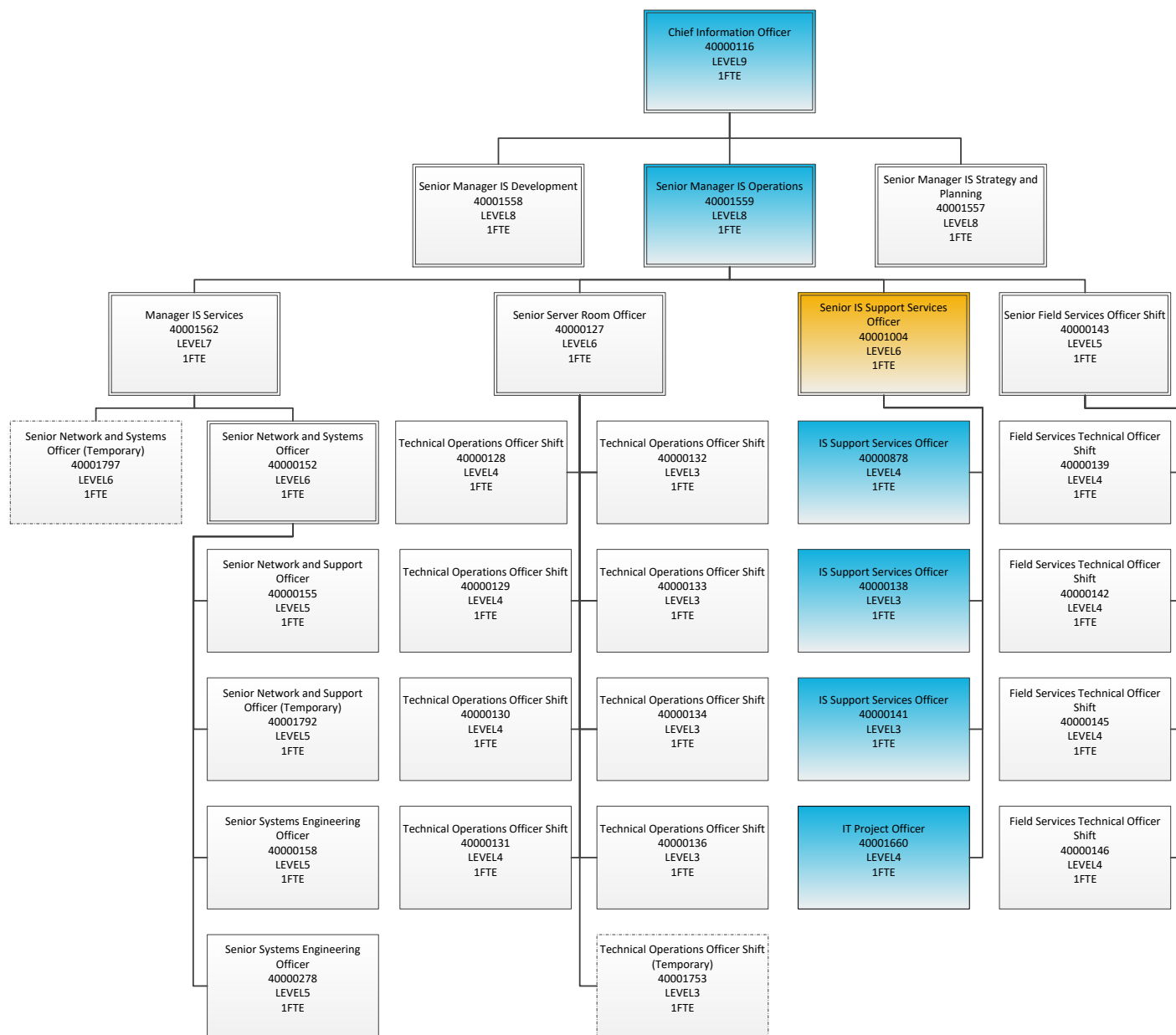
- Drivers Licence
- Police clearance.
- Some afterhours work

Essential selection criteria

i *As outlined on page one (1), please address the essential selection criteria in a cover letter of no more than 1500 words and submit in addition to your CV.*

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)
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

Reporting relationship



Direct reports	Indirect reports
4	0

Why you should join us

We're a unique organisation and the work we do is diverse and rewarding. From the marketing of our games, the management of our gaming and information technology, through to working with community groups that receive our grants. Working with us gives you access to benefits including:

- A flexible working environment with the ability to negotiate working hours that suit you and Lotterywest.
- Learning and development opportunities to improve the way you work in your role.
- A variety of wellness activities such as health checks and exercise opportunities.
- A friendly place to work.

You can find our Head Office in Subiaco, close to public transport, a range of public parking options and great end of journey facilities if you're cycling, running or walking to work.

How do I apply?

As a State Government statutory authority we follow the Public Sector Commissioner's employment standards as set out in the Commissioner's Instructions. The below instructions will help you prepare and submit a strong job application that meets these requirements.

Step one: read the role statement

The role statement found on page two (2) to page six (6) of this Job application pack will outline the key responsibilities and skills needed for the position. If your skills match the skills needed then we'd love to receive your application! We'll use the role statement to assess your application and if you're successful, assess your performance once you're in the position.

Step two: prepare your application

Your job application should be formal. Look at the role statement for specific direction on what your application needs to include. Usually you'll need to include a cover letter that shows you have the skills and experience required to perform the role, along with your curriculum vitae (CV or resume).

Step three: submit your application

Take note of the date and time your job application needs to be submitted by and allow yourself plenty of time to finish it. We're not able to accept your application after the date and time included in the advertisement. When you're ready, please submit your application online through the [Jobs.wa.gov.au](https://jobs.wa.gov.au) website.

Step four: interviews

If our assessment finds you to be a suitable candidate, we'll invite you for an interview.

Step five: successful applicants

We'll let you know if you were successful or not as soon as we can. At the same time, we'll also let unsuccessful applicants know the outcome. We offer them the opportunity to seek feedback and if they wish they're able to pursue a Breach of Standards (BOS) review of the outcome.

They have four working days to lodge a BOS review. If no one submits a BOS review in this time, we'll let you know in writing that you're the 'successful applicant' and a new Lotterywest staff member!

Step six: unsuccessful applicants

If you're unsuccessful, we'll let you know in writing after the selection process is complete.

We'll also send you information about who to contact for feedback and how to seek a BOS review of the outcome, if you feel that your application wasn't treated in accordance with the best practice recruitment standards in step four.

You have four working days to apply for a review. A BOS review focuses on the recruitment process itself, not on the abilities of an applicant.

For more information about Lotterywest

If you have any questions about our recruitment process, please contact the People and Culture team on (08) 9488 6492 or peopleandculture@lotterywest.wa.gov.au.