

Position Title:	Senior Service Delivery Analyst	Classification Level:	Level 5
Position Number:	Generic 24	Location:	Midland
Reports To:	Service Delivery Manager, Level 6	Positions Under Control:	0
Branch/Section:	ICT/Service Delivery	Job Families/ Function:	ICT
Business Unit:	Corporate Services	Leadership Context:	Personal Leadership

Business Area Overview

Corporate Services supports the operational business units to fully harness 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 Senior Service Delivery Analyst contributes to the operational management and performance of ICT functions delivered through a portfolio of suppliers and contracts, whilst providing pragmatic advice and consultancy to customers, stakeholders and service providers. The Senior Service Delivery Analyst collaborates with the wider ICT and business team to ensure that Landgate receives ICT services as agreed via service level agreements and contractual obligations. They ensure operational effectiveness with vendors, oversee operational processes and propose service improvements. The Senior Service Delivery Analyst also provides an operational escalation point for customers.

Responsibilities

- Contributes to the management of a portfolio of services and understands vendor and supplier obligations as specified in contractual agreements.
- Diagnoses service delivery problems and initiates actions to maintain or improve levels of services.
- Contributes to and maintains a comprehensive service catalogue for their portfolio that outlines available services and their associated service level agreements (SLA's)
- Provides advice and consultancy to customers, stakeholders and service providers on ICT service delivery, ongoing ITIL governance, and continuous improvement.
- Designs, generates and delivers fit for purpose operational reporting that visualizes ICT vendor performance.
- Develops strong working relationships within the business to understand Landgate's operational needs and captures these needs for input into service design activities whilst liaising with operational key stakeholders and obtaining feedback to assess supplier performance and identify improvements and remediations.
- Measures and analyses service performance metrics effectively to identify improvements and remediations.
- Acts as escalation point to resolve ICT performance issues and contentious matters with suppliers relating to a range of Information, Technology, Service Management processes
- Participates in risk and audit identification and management activities and aligns with the relevant approved risk and audit frameworks

- 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 identify opportunities for improvements in your team, ensuring the work and services you provide always add value to Western Australians.
- **Think through complexity** – You think critically and strategically to solve problems and enhance effectiveness.
- **Dynamically sense the environment** – You recognise changes that affect your ability to deliver your work.
- **Deliver on high leverage areas** – You persevere with your work tasks, displaying tenacity to see tasks through to completion.
- **Build capability** – You actively contribute to the development of your team's capability, ensuring you support your team members.
- **Embody the spirit of the public service** – You role model respect for the spirit of service, and encourage and support your peers to consistently behave in line with the ethics of the sector.
- **Lead adaptively** – You are responsive to change in your work environment.

Experience/Qualifications

- Experience in the use of service management tools in an ICT environment.
- A strong understanding of ITIL processes and IT service management.
- Ability to research, document business requirements and understand business problems in a range of formats including dashboards, reporting, data analysis, work instructions, workflow diagrams and process maps.

Desirable Role Requirements

- Possession of, or a progress towards a qualification in a relevant discipline.

Appointment Conditions

- National Police Clearance

Reporting Relationships

Reports to:	
Service Delivery Manager, Level 6	Other positions reporting to this position:
	Service Delivery Analyst, Level 4
This position:	
Senior Service Delivery 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 Senior Advisor, People Culture and Environment	Sharon McKenzie	03/10/2024
Chief Information Officer, ICT	Hadizah Hallid	03/10/2024

Effective Date: 12 December 2024