

Position Title:	Service Delivery Analyst	Classification Level:	Level 4
Position Number:	Generic 25	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 Service Delivery Analyst contributes to the operational and administrative management of ICT functions delivered through a portfolio of suppliers and contracts, whilst providing pragmatic advice and consultancy to customers, stakeholders and service providers. The Service Delivery Analyst performs defined tasks to monitor service delivery against service level agreements and alignment with business expectations and sentiment.

Responsibilities

- Contributes to the management and administration of a portfolio of services and understands vendor and supplier obligations as specified in contractual agreements.
- Assists with the diagnosis of service delivery problems and initiates actions to maintain or improve levels of services
- Provides administrative support to maintain a comprehensive service catalogue for their portfolio that outlines available services and their associated service level agreements (SLA's)
- Provides basic advice and consultancy to customers, stakeholders and service providers on ICT service delivery, ongoing ITIL governance, and continuous improvement whilst acting as an escalation point to resolve service issues.
- Develops strong working relationships within the business to understand Landgate's operational needs and captures these needs for input into service design activities.
- Liaises with operational key stakeholders to obtain feedback to assess supplier performance and identify improvements and remediations.
- Organises knowledge materials and oversees the lifecycle of identifying, capturing, classifying, storing and maintaining the knowledge.
- Regularly reviews business feedback and proposes improvements to service delivery for consideration and implementation through automation and integration across service portfolios
- 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 acknowledge the relationship between your work and the value it contributes to your team.
- **Think through complexity** – You are solutions focused and seek guidance to explore the likelihood of your intended outcome.
- **Dynamically sense the environment** – You seek to understand expectations and problems by listening actively and asking clarifying questions.
- **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 are approachable and receptive to all members of your team.
- **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 acknowledge the importance of understanding yourself and your work preferences, exploring your strengths, weaknesses and potential blind spots with your manager.

Experience/Qualifications

- An understanding of ITIL processes and IT service management

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:
	Senior Service Delivery Analyst, Level 5
This position:	
Service Delivery Analyst, Level X	
	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	08/10/2024
Chief Information Officer, ICT	Hadizah Hallid	08/10/2024

Effective Date: 12 December 2024