



Position Overview

Position Title	Technology Service Delivery Lead
Business Unit	Corporate Strategy and Performance
Remuneration Type	Total Rewards
Reports to	Technology Operations Manager
Direct Reports (role)	Service Delivery Officer
Location (s)	Southern Corporate Centre, Caboolture
Success Profile	3.3 Technical Operations Role Success Profile
Delegation Level	Level 5

Our Values



INNOVATION

We seek new ways of doing things better



HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY

We mean and do what we say



ONE TEAM

No one succeeds at the expense or exclusion of others



EFFICIENCY

We don't waste time, money or effort



SAFETY

We think, walk and talk safety every day



Behavioural Capabilities



SAFETY

I work safely, and encourage my team members to do the same



AGILITY

I seek new and better ways of doing things



CUSTOMER CARE

I consider how customers are affected by my work



COLLABORATION

I am a team player – we are better together



ACCOUNTABILITY

I mean and do what I say

Leadership Capabilities



Builds Safe Teams

I empower my team to be safe



Holds Continuous Conversations

I create space to have regular conversations with my team members



Inspires Purpose

I connect and guide my team towards our shared goals



Creates Great Team Experiences

I create an inclusive and engaging workplace

Position Purpose

The Technology Service Delivery Lead will ensure that all Technology services delivered by vendor partners and internal teams are effective in supporting business requirements and drive opportunities for improvement, while aligning with ITIL best practice. Working alongside the Technology Portfolio Delivery team and vendor partners, coordinate the onboarding of new or expanded services to ensure operational readiness and smooth transition to operational support teams. Developing and maintaining strong vendor relationships this role with support from the Vendor & Governance team will ensure vendor partners deliver business stakeholder focussed and cost effective operational and support services across all Unitywater technology environments.

Position Accountabilities

Key functions of the role include:

- Manage vendor partners to ensure that services are successfully delivered in accordance with Unitywater standards, processes and ITIL best practice of service design, operation and continual service improvement.



- Lead and manage the service delivery team and vendor partners to ensure IT service delivery is customer focused and cost effective, while driving continuous improvements
- Assist with the review and development of Unitywater IT policy, standards and processes to align with Unitywater's business requirements and Technology Service Management best practice.
- Ensure timely and appropriate vendor performance management, analysis and reporting.
- Develop and manage effective relationships with vendors, internal IT teams and customers.
- Engage with internal teams to ensure that services are delivered in accordance with Unitywater standards, processes and ITIL best practice.
- Act as a key business escalation point within the business for items relating to IT service delivery.
- Provide oversight of managed service vendor to manage Unitywater's change advisory board and release management process.
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- As the system administrator of ServiceNow, maintain and contribute to the development of ServiceNow to support and optimise service delivery and continual service improvement with all users.
- Work effectively with business stakeholders and customers to understand business demand on the service, service effectiveness and drive business satisfaction.
- Stay informed on industry trends and developments and takes steps to incrementally increase IT Maturity levels.
- Meet relevant ISO standard
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key Relationships

Key working relationships internal and external to Unitywater are:

- Technology Operations Manager
- Head of Technology & Digital Solutions
- Tech & Digital Solutions Team

Capability Requirements

A **mandatory requirement** of this role is:



- Demonstrated experience in managing service delivery across multiple vendors and business stakeholders.
- Broad technical experience across networks, applications, infrastructure, security, and Technology solutions
- Demonstrated experience in leading a team to deliver technology services in alignment with operational and business priorities.
- Ability to communicate complex technical situations and activities in a straightforward way to non-technical people.
- ServiceNow Fundamentals and recent experience in ServiceNow administration
- Highly developed communication and interpersonal skills including the proven ability to effectively communicate with all levels of internal and external customers.
- Experience managing and communicating incidents and business impacts to stakeholders.
- ITIL certification or relevant experience
- Tertiary qualifications in IT, management or a business-related discipline
- C Class Driver's License.

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- An understanding of, and experience in managing vendors in a cloud, software-as-a-service and hybrid cloud environment.
- ServiceNow certification
- ServiceNow GRC experience
- Previous utilities experience

After Hours Service

This role may be required to participate in after hours work and be part of an on call roster as the need may arise to ensure the continuity of service to Unitywater's customers.