

TASMANIAN STATE SERVICE DELIVERY AND OPERATIONS

ICT Service Delivery Manager

DAY IN THE LIFE:

An ICT Service Manager in the Tasmanian State Service provides strategic and operational leadership to ensure the delivery of high-quality, efficient, and effective ICT support services that meet organisational and whole-of-government objectives. The role oversees IT Client Services, including daily operations, incident and escalation management, service performance against Service Level Agreements (SLA), IT asset management, and contemporary support models. The ICT Service Manager leads workforce planning, recruitment, mentoring, wellbeing, and performance management of staff and contractors, while monitoring KPIs, analysing trends, and driving continual service improvement aligned with best-practice frameworks such as ITIL.

The role involves strong engagement with senior leaders, business areas, and external vendors to manage client relationships, budgets, risks, issues, procurement, and change initiatives. ICT Service Managers lead ICT projects and service transformation programs, guide staff and clients through significant change, and promote digital literacy and engagement. They provide high-level research, analysis, solution architecture, and authoritative policy advice on IT service development, while resolving complex technical and stakeholder issues to set strategic direction and ensure ICT services are delivered in a coordinated, secure, and customer-focused manner.

SALARY:

General Stream BAND 7

\$129,302 – \$136,089 per annum

SFIA SKILLS:

Strategic Planning (ITSP) - Level 5
Risk Management (BURM) – Level 5
Specialist Advice (TECH) – Level 5
Project Management (PRMG) – Level 6
Demand Management (DEMG) - Level 5
Requirements Definition and Management (REQM) – Level 5
Performance Management (PEMT) – Level 5

Technology Service Management (ITMG) – Level 5
Service Catalogue Management (SCMG) - Level 5
Incident Management (USUP) - Level 5
Change Control (CHMG) – Level 5
Stakeholder Relationship Management (RLMT) - Level 5
Supplier Management (SUPP) - Level 5

EDUCATION:

Diploma of Information Technology (ICT50220)
Advanced Diploma of Information Technology
Bachelor of Information Technology (desirable)
ITIL® 4 Specialist/Strategist/Leader &
ITIL® Master
Service Desk Manager (SDM)
Selected CompTIA certifications would be advantageous to maintain technical knowledge

