

# TASMANIAN STATE SERVICE DELIVERY AND OPERATIONS

## ICT Team Leader

### DAY IN THE LIFE:

An ICT Team Leader in the Tasmanian State Service provides day-to-day leadership in the IT Client Services or Service Desk team, ensuring the delivery of high-quality, customer-focused ICT support across the organisation. The role oversees daily operations such as incident and request management, ticket queues, escalations, and performance against Service Level Agreements, while recruiting, training, mentoring, scheduling, and performance managing staff. The Team Leader supports skills development and cross-skilling, monitors key performance indicators, analyses service trends, and drives continual service and process improvements aligned with best-practice frameworks such as ITIL.

The role involves close engagement with internal stakeholders, senior managers, and external contractors, providing authoritative advice on service delivery standards, managing higher-level escalations, and contributing to resource planning, budgeting, and vendor management. ICT Team Leaders coordinate and report on service delivery projects, change initiatives, and continuous improvement activities, contribute technical expertise, oversee or delegate hardware and software procurement and maintenance, and review and update operating procedures. Through knowledge management and strategic ICT initiatives, the role helps minimise downtime, optimise service delivery, and maintain strong customer satisfaction across the organisation.

### SALARY:

General Stream ICT Level 3 Technician (BAND 6)

\$109,099 – \$123,395 per annum



### EDUCATION:

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

### SFIA SKILLS:

Specialist Advice (TECH) – Level 5  
Methods and Tools (METL) - Level 5  
Information Security (SCTY) – Level 4  
Demand Management (DEMG) - Level 5  
Performance Management (PEMT) – Level 5  
Technology Service Management (ITMG) – Level 5

Service Level Management (SLMO) - Level 5  
Incident Management (USUP) - Level 5  
Problem management (PBMG) – Level 5  
Security Operations (SCAD) - Level 4  
Identity and Access Management (IAMT) - Level 5  
Customer Service Support (CSMG) - Level 5