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| Position title | IT Service Manager |
| Position number | 0330 |
| National Gallery level | NGA Executive level 1 |
| Employment type | Ongoing – Full-time |
| Department | Information Services |
| Portfolio | Chief Operating Officer |
| Immediate supervisor | Chief Information Officer |
| Direct reports | System Administrator IT Support Officer Assistant Manager, Service Management Assistant Manager, Cloud Services |
| Position location | National Gallery, Parkes, Kamberri/Canberra |
| Requirements | Australian Citizenship Police Check Security Clearance – AGSVA Negative Vetting 1 (NV1) or ability to obtain |

ABOUT THE GALLERY – ABOUT OUR TEAM

The National Gallery is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include Boldness, Integrity, Respect and Excellence.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world’s leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

Position description – IT Service Manager (PN 0330)

WHAT YOU WILL GAIN FROM THE EXPERIENCE - OVERVIEW OF THE ROLE

The Information Services Department covers the Gallery's Information Technology (IT) team and Information Management (IM) team. As cornerstone teams that form part of the Gallery's Enabling Services Portfolio, the department provides user-centred services to the Gallery with the upmost professionalism and leadership. We partner with all areas of the Gallery to ensure that our operations, initiatives and strategic priorities can be supported and implemented. This means we can support the Gallery to provide an enhanced visitor experience and manage the national collection of works of art we are custodians of.

The IT Service Manager position is part of the Information Technology (IT) Section within the Information Services Department. The IT Section manages and develops the Gallery's information communication and technology (ICT) services both in the office and when staff are away from the office and emerging information technology requirements to meet our strategic and business needs.

The section provides the full suite of ICT services to enable all Gallery staff to access our IT network. This includes the applications we manage both on-premises and in cloud environments, and to enable reliable and safe devices for all staff to increase productivity and mobility.

This is a pivotal role, leading the IT Service Desk team and Service Management function for the National Gallery. This role will lead a fundamental project to build our service management capability including development of Service Catalogue, ITIL processes to be built into our Service Management tool, redesigning how these services will be delivered to staff including change management and communication.

Working in a small team the role will provide you with experience across all facets of IT Service Management, vendor management, ICT procurement, budgets and costings, infrastructure, end user computing, IT and digital projects. As well as contributing to the National Gallery's strategic direction including the development of written briefs and presenting to the National Gallery's Executive team, responding to audit recommendations and contributing to the forward work plan for the IT team.

This position reports to the Chief Information Officer (CIO) and is responsible for ensuring the day-to-day operations of the ICT section operates efficiently, is well organised and supports the CIO in delivering high quality outcomes and cost-effective services for the National Gallery.

OUR IDEAL CANDIDATE – SELECTION CRITERIA

Our ideal candidate will have extensive experience in implementing and optimizing ITIL-based systems and processes, developing and implementing a service catalogue, and leading a dedicated team of IT service professionals.

You will have strong process management skills, proficiency in project management and change management along with a commitment to continuous improvement to contribute to high-quality IT service delivery that aligns with business objectives.

You will have proven leadership abilities, effective communication, and a customer-focused mindset. You keep abreast of current trends in technologies and technology services to input into improvements into our ICT services. You will be able to manage demanding projects, clients and situations and demonstrate professionalism and resilience under pressure.

Our ideal candidate will have highly developed skills in vendor management with proven organisation, negotiation, interpersonal and representational skills. You will have the proven ability to manage contracts within agreed service levels and to budget.

Financial management and analysis skills including budgeting, costings, and vendor and product comparisons. Sound skills in ICT procurement including a knowledge of Federal Government procurement rules.

Finally, your highly developed oral and written communication skills will enable you to communicate with a broad spectrum of stakeholders from technical vendors to written briefs for the Executive, Audit and Risk Committee and Council.

WHAT WILL YOU DO – DUTY STATEMENT

In accordance with the APS Executive level 1 work level standards, you will have the following key responsibilities:

- Lead the IT Service Desk team and Service Management function including external providers. Provide technical support for level 2 and 3 escalations.
- Actively contribute to the National Gallery's strategic direction and implementation of suite of ICT strategies, in particular the ICT Infrastructure and Service Management action plan.
- Implement key improvements to the Service Management functions build our service management capability including development of Service Catalogue, ITIL processes to be built into our Service Management tool, redesigning how these services will be delivered to staff including change management and communication.
- Ensure effective risk management plans and policies for information systems are in place, monitored and updated regularly. Uplift IT Service Management processes for change, incident and problem management.
- Manage vendor relationships and service contracts for delivery of hardware, software, infrastructure and support services and evaluate and report on the provision of these services.
- License management across M365, Adobe and other products.
- Support business system administration staff and business system projects.
- Undertake procurement and financial management activities including financial acquittals.
- Contract management including of our managed service provider.
- Lead and deliver ICT projects and actively contribute to Gallery-wide projects.
- Provide high level advice to a range of internal and external stakeholders, including written and oral briefs to Executive and Council. Represent the Gallery internally and externally.

WHO ARE WE LOOKING FOR

To be successful in this role you will need to demonstrate, or have the ability to develop the following

You will:

- Inspires a sense of purpose and direction – Provides direction to others regarding the purpose and importance of their work. Illustrates the relationship between operational tasks and organisational goals. Sets work tasks that align with the strategic objectives and communicates expected outcomes.
- Show judgment, intelligence and commonsense – Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Breaks through problems and weighs up the options to identify solutions. Explores possibilities and innovative alternatives.
- Marshal professional expertise – Values specialist expertise and capitalises on the expert knowledge and skills of others. Contributes own expertise to achieve outcomes for the business unit.
- Nurture internal and external relationships – Builds and sustains relationships with a network of key people internally and externally. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to internal and external client needs.
- Commit to action – Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required. Commits energy and drive to see that goals are achieved.
- Listens, understands and adapts to audience – Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.

It is desirable that our ideal candidate have relevant qualifications in ICT, business or other relevant related fields.

It is essential that our candidate can demonstrate relevant experience in ICT and managing a team.

HOW TO APPLY

To apply for this role please forward your **CV, statement and personal particulars form** to recruitment@nga.gov.au.

You should provide a tailored CV (**maximum of three pages**) along with a **statement** of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section. Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the [personal particulars form](#) as well.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only. If you do not wish to be added to an order of merit, please notify us in your application.

ELIGIBILITY:

Citizenship - To be eligible for employment with the Gallery, you must be an Australian citizen.

Police Check: to be eligible for this role you must complete a police check.

Security Assessment: The successful applicant will be required to obtain and maintain a Negative Vetting Level 1 security clearance. Ongoing employment in this role requires the successful candidates to maintain a high-level security clearance. Loss of a security clearance at any time will lead to termination of employment.

ADDITIONAL INFORMATION - Qualifications, Certifications and Registrations

- Relevant qualifications in IT, ICT or other relevant fields is desirable

WORK, HEALTH & SAFETY OBLIGATIONS

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

CONTACT

Further information about the position may be obtained by contacting Jade Carson on +61 6240 6580 or jade.carson@nga.gov.au.