Position title	Assistant Manager, IT Service Delivery
National Gallery level	NGA Level 6
Position number	Position No. 3038
Employment type	Ongoing – Full-time
Department	Information Services
Portfolio	Business Enabling Services
Immediate supervisor	IT Manager
Direct reports	IT Service Desk Officers
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship
	Police Check
	Security Clearance – The ability to obtain and maintain a Negative Vetting Level 1

ABOUT THE GALLERY

The National Gallery is one of Australia's leading visual arts institutions. The 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 inspire creativity, inclusivity, engagement and learning through artists and art. Our Mission is to lead a progressive national cultural agenda by championing art and its value in our lives. Our Values include excellence, creativity, courage, respect, and accountability.

The Business Enabling Services Portfolio works with the Council, Director, Senior Management Group and across all business portfolios within the National Gallery to support the achievement of the Gallery's objectives. We do this by providing strategic advice to the Council and the Executive and delivering business support services across the National Gallery, based on specialised knowledge, best practice, and technology to support the achievement of the National Gallery's objectives.

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 BES 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, provide an enhanced visitor experience and manage the national collection of works of art that the Gallery is custodians for.

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 parliamentary 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 encouraged 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.

OVERVIEW OF THE ROLE

The Assistant Manager, IT Service Delivery position is part of the IT Section within the Business Enabling Services Portfolio. The IT Section manages and develops the Gallery's information communication and technology (ICT) services 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.

As a small team, all staff manage multiple capabilities and responsibilities, providing you with the experience across all facets of IT Service Management, infrastructure and end user computing. The IT team supports the Gallery both in the office and when staff are away from the office. In addition to the standard IT services offered, the team further supports the Gallery in projects and initiatives that have an IT component from concept to implementation. The National Gallery's IT team pride itself on the high-level service, provision and support of its technology offering.

This position reports to the IT Manager and is responsible for ensuring the day-to-day operations of client services and the operation of the IT service desk. The role provides direction to and supports the service desk team. The IT Assistant Manager is responsible for projects that are related to end-user computing, mobile devices, support systems and other client services. It deals with support tickets that are escalated for Level 2 and 3 support and works with internal subject matter experts and external managed service providers.

The IT Assistant Manager will be responsible for IT asset management, documentation and reporting. The position will also oversee the IT change management processes and be responsible for problem and issue management in the IT environment.

The ICT section operates in a high-pressure environment delivering high quality outcomes and cost-effective services for the Gallery. The role requires someone who has high technical and organisational skills, and strong understanding of end user computing and problem and issue management.

The position needs someone with the ability to adapt to challenges, works well within a team under pressure and communicates well within the team, has strong work ethic and self-motivation to learn and stay current with industry skills.

OUR IDEAL CANDIDATE

Our ideal candidate will have excellent technical and organisational skills together with a high level of achievement, analytical skills and a demonstrated capacity to deliver ICT services and projects. You will be able to manage ongoing project performance and have the ability to identify critical success factors. You are able to respond flexibly to changing demands especially as they relate to work priorities and project management.

You will have highly developed skills in IT support services with demonstrated experience in technical, service support, workflow and delivery, as this is essential to the role.

You will be able to demonstrate your ability to communicate well with staff and manage workloads to meet organisational deadlines and priorities within a high-pressure busy client service environment.

Our ideal candidate should have relevant qualifications in ICT, business, or other relevant related fields, as this will be to your advantage.

You must have highly developed oral and written communication skills together with a high level of proven organisation, negotiation, interpersonal and representational skills.

Our ideal candidate will have a strong understanding of IT Service Management and processes for issue and problem management.

WHAT WILL YOU DO

In accordance with the APS 6 work level standards, you will have the following key responsibilities:

- Contribute to the establishment and implementation of new IT services and systems within the National Gallery
- Manage IT service delivery functions for the National Gallery, including the IT Service Desk, with limited direction
- Provide high level advice to a range of internal and external stakeholders on IT issues
- Manage relationships with stakeholders to achieve work area and National Gallery objectives
- Prepare procedural, or technical manuals and guidelines
- Manage projects of a technical and specialised nature

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:

- **Show judgment, intelligence and common sense** when undertakes objective, systematic analysis and draws accurate conclusions based on evidence. You will recognises the links between interconnected issues.
- **Commit to action** and take personal responsibility for meeting objectives and progressing work.
- **Value individual differences and diversity** by recognising the positive benefits that can be gained from diversity and different perspectives. Yu will encourage the exploration of diverse views and harnesses the benefits of such views. You will also treat people with respect and courtesy.
- **Supports shared purpose and direction** by understanding, supporting and promoting the Gallery's vision, mission, and Corporate Plan. You can identify the relationship between the Gallery's goals and operational tasks.

HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **one pages** that outlines your skills, capabilities and experience, against the 'Overview of the role' and '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.

Further, 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.

Qualifications, Certifications and Registrations

- Australian Citizenship

- Police check

- Security Clearance – The ability to obtain and maintain a Negative Vetting Level 1 security clearance

- Relevant qualifications in IT, ICT, cloud services, Microsoft Azure/Office 365 certification or other relevant fields are desirable

- It is essential that our candidate can demonstrate relevant experience in ICT.

Work, Health & Safety Obligations

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

Contact

Further information about the position may be obtained by contacting Tom Georgilas on +61 2 6240 6762 or tom.georgilas@nga.gov.au.

The Recruitment team may also be contacted on + 61 2 6240 6495.

Note: In line with National Gallery recruitment practices, you must hold Australian Citizenship and satisfy a police check. The requirement to hold Australian Citizenship may be waived under exceptional circumstances.