



| | |
|------------------------|---|
| Position title | Assistant Manager Service Management |
| National Gallery level | NGA Level 6 |
| Position number | Position No. 3038 |
| Employment type | Ongoing – Full-time |
| Department | Information Services |
| Portfolio | Chief Operation Office |
| Immediate supervisor | Manager, IT |
| Direct reports | 2 x IT Support officer |
| Position location | National Gallery, Parkes, Kamberri/Canberra |
| Requirements | Australian Citizenship Police Check |

ABOUT THE GALLERY

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 excellence, creativity, courage, respect, and accountability.

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.

OVERVIEW OF THE ROLE

The Chief Operating Office (COO) works with the Council, Director, Senior Management Group and across all business portfolios within the National Gallery (the Gallery) to support the achievement of the Gallery's objectives. We do this by providing strategic advice to the Council and the Senior Management to delivering business support services across the Gallery, based on specialised knowledge, best practice, and technology to support the Gallery.

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 we are custodians of.

The IT Assistant Manager, Service management 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 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 access to our IT network. This includes the applications we manage both on-premises and in cloud environments, and to enable reliable and safe IT 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 service offering, the team further supports the Gallery in projects and initiatives that have an IT component from concept to implementation. The Gallery's IT team pride themselves on a high level of customer 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 5 days per week and on-call roster for weekends and public holidays. 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.

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.

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.

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.

To be successful in this role 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:

- 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 and escalation as required.
- Manage and improve processes and templates within the Gallery's IT ticketing system Halo.
- Change management, issues and problem management and resolution.
- Manage the IT Service Desk on-call roster and perform on-call duties.
- 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 and maintain procedural or technical manuals, guidelines and knowledge articles.
- 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 undertaking your objectives, systematic analysis and can draw accurate conclusions based on evidence. You will have the ability to recognise the links between interconnected issues.
- **Commit to action** and take personal responsibility for meeting objectives and progressing work. You will show initiative and be proactive in all that you do.
- **Value individual differences and diversity** by recognising the positive benefits that can be gained from diversity.
- **Support shared purpose and direction** of the Gallery by understanding, supporting and promote the Gallery's corporate plan. You can identify the relationship between the Gallery's goals and your operational tasks.

HOW TO APPLY

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.

To apply for this role please forward your application to recruitment@nga.gov.au.

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 Baseline 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

To be eligible for this role you **must**

- Hold an Australian Citizenship, and
- satisfy a police check.

Role specific qualifications certification and/or registrations include:

- Security Clearance – Baseline security clearance or the ability to obtain.
- 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 2 6240 6580 or jade.carson@nga.gov.au.