



Position Description

Position title:	IT Service Manager
Entity:	Austroads
Division:	Data & Technology
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Offices
Reports to:	Head of IT Operations
Responsible GM:	Chief Data & Technology Officer
Direct reports:	N/A
Date reviewed:	September 2025

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Data and Technology team focuses on harnessing the power of data and technology to support our member organisations to deliver an improved outcomes for roads and transport users.

Our mission is to enable data-driven decision-making, enhance operational efficiency, and create value for our stakeholders. We do this through the proactive development and implementation of contemporary D&T standards and systems.

Here are some key points that encapsulate our purpose:

1. **Data Stewardship:** We treat data as a valuable corporate asset. Our team aims to deliver its completeness, quality, security, and accessibility, allowing us to derive meaningful insights and drive informed actions.
2. **Technology Enablement:** We leverage state-of-the-art technologies; and we use the best systems for the task. Our goal is to empower our organization with scalable, reliable, and agile solutions.
3. **Cross-Functional Collaboration:** We collaborate closely with business units, ensuring alignment between data/technology strategies and organizational goals. By bridging the gap between technology and business, we drive holistic transformation.
4. **Innovation Hub:** Our group serves as an innovation hub, constantly exploring emerging trends and experimenting with novel solutions. We foster a culture of curiosity, experimentation, and continuous learning.

Remember, our Data and Technology team is not just about bits and bytes; it's about unlocking the full potential of data/technology to propel our organisation forward.

Position Purpose

The IT Service Manager is accountable for the delivery and continual improvement of IT services within IT & Data. The role ensures that end-users receive reliable, secure, and efficient IT services, underpinned by ITIL practices and aligned to ISO/IEC 27001 requirements.

The IT Service Manager will act as the administrator and subject matter expert (SME) for service management platforms and processes, ensuring they are effectively maintained, configured, and leveraged to support service delivery. The role has a strong focus on integration, serving as a key interface between Austroads and its managed service providers and partners to ensure seamless collaboration and high-quality outcomes.

Major Responsibilities/Accountabilities

The role is responsible for:

- **Service Delivery and Operations** - Managing end-to-end IT support services, ensuring high levels of availability, responsiveness, and customer satisfaction.
 - Overseeing the performance of managed service providers (MSPs) and vendors delivering support services.
 - Acting as escalation point for major incidents, ensuring communication and resolution align with business priorities.
 - Owning and mature ITIL processes (Incident, Request, Problem, Change, Knowledge, and Service Catalogue).

- **Platform and Process Management** - Serving as administrator and SME for ServiceNow, maintaining configuration, workflows, and reporting.
 - Serving as administrator and SME for the organisation's IT service management platforms, maintaining configuration, workflows, and reporting.
 - Supporting service catalogue management, ensuring services are clearly defined, accessible, and supported.
 - Promoting adoption of automation and self-service features to improve efficiency and user experience.
 - Ensuring service data and reporting provide actionable insights for continuous improvement.
- **Governance, Risk and Compliance** - Ensuring IT service management aligns with Austroads' ISO 27001 ISMS controls, policies, and audit requirements.
 - Maintaining accurate records for incidents, changes, and service levels to support compliance and audit readiness.
 - Partnering with the Information Security team to embed security best practices within service processes.
- **Stakeholder and Vendor Management** – Building strong relationships with business units, acting as the face of IT services and ensuring alignment with business needs.
 - Coordinating with vendors and MSPs to ensure contractual SLAs are met and exceeded.
 - Reporting regularly to the Head of IT Operations on service performance, risks, and improvement initiatives.
- **Continuous Improvement** - Championing service improvements, automation, and knowledge management practices.
 - Driving adoption of the self-service portal and knowledge base to improve customer experience.
 - Identifying opportunities to improve service efficiency and cost transparency.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

Key Stakeholder Interfaces

Internal

- Head of IT Operations.
- Senior Project Coordinator.
- Data & Technology team.
- All staff.

External

- Austroads approved contractors and service providers.
- Industry solutions providers.

The Person

Qualifications, Knowledge, and Experience

The IT Service Manager will possess:

Essential:

- Proven experience in IT service management in a medium-to-large enterprise.
- Strong understanding of ITIL v4 practices.
- Hands-on experience with ServiceNow, JIRA administration and reporting.
- Demonstrated vendor and MSP management experience.
- Excellent stakeholder engagement and communication skills.
- Strong analytical, reporting, and process improvement abilities.

Desirable:

- Exposure to an ISO 27001 compliant organisation.
- Tertiary qualification in IT, Computer Science, or related field.
- ITIL v4 Foundation; Intermediate/Managing Professional desirable.
- ServiceNow administrator/developer certifications.
- Exposure to Microsoft 365, Intune, Azure, AWS.

Personal Qualities

The incumbent will need to present a professional image and build a strong relationship across the enterprise. Specifically, the role requires:

- Excellent initiative, innovativeness and drive, and the ability to work independently to deadlines and within time constraints, to handle tasks with discretion, confidentiality, reliability and flexibility, and to set priorities.
- Demonstrated high level organisational and administrative ability.
- Highly developed interpersonal and communication skills, both oral and written, including the ability to deal tactfully and effectively with people at all levels.
- Comfortable working in a fast-paced environment
- A service focused approach.
- Sound judgement and problem-solving ability.
- Strong networking and teamworking skills.
- Strong attention to detail.
- Commitment to ongoing professional development and learning.
- Professional ethics and integrity.
- Comfort working in an environment which is constantly evolving.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Advanced
Makes Insightful Decisions	Makes considered, ethical and courageous decisions based on insight into the broader context.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Advanced
Drive Accountability and Outcomes	Is proactive and responsible for own actions to ensure desired organisational objectives are achieved.	Advanced
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Intermediate
Customer Focus	Understands customer needs, applies skills, knowledge and experience to deliver high impact services that address those needs.	Advanced
Managing Difficult Conversations	Works with others to manage differences in opinions, interests and communication issues to reach agreement.	Intermediate
Lead and Navigate Change	Articulates changes required, supports individuals to successfully adopt change and achieve organisational goals.	Intermediate