



Position Description

Position title:	Service Manager – Digital Trust Service
Entity:	Austroads
Group:	New Programs and Services
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Melbourne Offices
Reports to:	Director – DTS Operations
Responsible GM:	General Manager, New Programs and Services
Direct reports:	TBA
Date reviewed:	November 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 New Programs and Services team oversee management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

Position Purpose

Reporting to the Director – DTS Operations, the Service Manager – DTS is responsible for directly and collaboratively managing, and coordinating governance activities related to service management design, operation, governance and maintenance of the Digital Trust Service Operations.

The Service Manager will assist with the transition (from project to BAU) of jurisdictions wishing to use the DTS and be responsible for the service management elements of the DTS whilst in operation.

Major Responsibilities/ Accountabilities

The role is responsible for:

- Assisting in designing the DTS Service Management model for the Digital Trust List initially, the VC Broker next with ultimate carriage of the Digital Trust Service and all its points of internal integration (NEVDIS) and external integrations.
- Supporting the design, commission, onboarding, operation, and eventual upgrade of the Service Management model that will define the DTS Operations process, procedures, experience and governance in line with Information Technology Service Management (ITSM) practice.
- Leveraging frameworks like ITIL Project to BAU best practices, helping manage incidents, changes, and releases to maintain the operational health of these critical services, while also fostering transparency and user trust through explainable technology.
- Enacting all DTS operational, security, technology and service delivery policies.
- Managing and overseeing the development of the service management and operational continuity of the DTS, ensuring harmony with Austroads' and Austroads' members of other government systems.
- Meeting all regulatory and legislative reporting requirements for incident management, data and cybersecurity in line with Austroads best practices.
- Ensuring interaction and consistency with the global operating environment, including international operations and standards.
- Implementing the organisation's digital trust strategy and support critical digital information services.
- Assisting in the development of policies and design for digital trust support services.
- Assisting with the maintenance and evolution of service design strategies and the service standards and service level agreement design.
- Assisting with the design of the Service management model, ticket to play criteria and onboarding standard policies and procedures to enable jurisdictional uptake of the DTS
- Managing the end-to-end quality and performance of digital trust services, which may include digital certificates.
- Developing and monitoring service level agreements (SLAs) to ensure the service meets agreed-upon standards.
- Ensuring the reliability and accuracy of digital resources and information.
- Providing first- and second-line technical support for digital hardware and software.
- Managing digital operations, including project delivery, system maintenance, and troubleshooting.
- Collaborating with internal and external stakeholders, including other departments, suppliers, and government bodies.
- Managing and mentoring a team of technical staff, including recruitment and training.
- Communicating with customers to gather feedback and address inquiries.

- Monitoring project performance and reporting on status, risks, and issues.
- Maintaining and adhering to Austroads Service Management Quality and Audit systems processes and procedures associated with this role
- Other duties items as directed.

Key Stakeholder Interfaces

Internal

- General Manager, New Programs and Services
- Director – DTS Operations
- Austroads Executive as required
- Chief Data & Technology Officer
- GM Service Delivery
- CFO & General Manager of Corporate Services

External

- Austroads Members
- Technology and Security Vendors and Providers
- OEM Wallet providers
- Jurisdictional technical and operations leads
- Peak bodies and Industry Associations: Local and International
- Regulatory and Reporting bodies
- Other users who seek to utilise Austroads services

The Person

Qualifications, Knowledge, and Experience

The Service Manager - DTS will possess:

- Proven experience working in ITSM compliant service management design and development as well as having worked in operational service module development roles, operating ideally with Government and high visibility identity / verifiable credential service management solutions
- Extensive experience in the preparation of written operational manuals, process and procedures documentation.
- High-level analytical and conceptual skills and process design and development
- Excellent written and verbal communication skills, with the ability to foster strong working relationships across different stakeholders
- Experience in managing competing priorities and demands, and negotiation skills
- Qualifications in service management standards, ConOps, service management policy, administration or similar or the equivalent work experience.
- Strong computer skills in the Microsoft Office suite, including Outlook, Word, Excel, PowerPoint and SharePoint. Ability to quickly acquire knowledge about new software applications that have been developed for in-house use within TCA
- Experience in working across government, industry stakeholders and the technology sector is desirable

Personal Qualities

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

- Demonstrated ability to operate effectively in both strategic and operational environments simultaneously
- Demonstrated ability to autonomously lead business case development, perform revenue projections, and to assess the feasibility of proposals from an enterprise-wide perspective
- Adaptability and ability to work effectively in an environment with high degrees of complexity, fluidity and change
- Flexibility and ability to successfully manage competing priorities in a time-critical and demanding environment
- Demonstrated ability to communicate effectively to influence and effect change

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
Stimulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Data literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes	Advanced
Project/ work delivery and management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Foundation
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.	Advanced
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Intermediate
Communicating with Impact	Uses various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages. Possesses good written and verbal communication skills.	Intermediate