

Position Description



Position Title	Principal Service Management Coordinator
Position No	00066500
Delegation Level	006
Job Designation	Coordinator
Organisational Unit	ICT Service ICT Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Team Member/Tech Prof
Shiftworker	No
Classification (Range)	AS7 .1 - AS7 .4
Pay Scale Type	ASPT
Reports to Position	Manager ICT Services Management

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

Develop, implement, support and maintain standardised Continuous Service Improvement capabilities encompassing the ITIL framework, with a view to successfully delivering an end-to-end outcome in a multi-sourced environment. The focus of the role will be to produce policies, processes, reporting and governance documentation to ensure robust and repeatable practices are adopted and maintained, and that customer expectations are being monitored and addressed.

Position Responsibilities

1. Lead the strategic development of a comprehensive Continuous Service Improvement Programme (CSIP) that delivers best practice IT Service Management outcomes across both internal and external providers.
2. Implement and maintain appropriate governance for the delivery of the CSIP that includes the definition, documentation, maintenance and communication of clear and unambiguous roles and responsibilities for services and involved internal and external parties.
3. Oversee and participate in the implementation of continuous improvement initiatives to deliver process and integration efficiencies across ICT.
4. Provide high level support and advice to ICT senior management on the effectiveness of the CSIP and proactively work to identify business improvement opportunities to deliver service delivery efficiencies.
5. Mentor and guide the ICT team to develop, implement, support and maintain processes and governance spanning IT Service Management disciplines.
6. Develop complex and detailed documentation in support of assigned work and organise/facilitate high level meetings to gather information, inform intentions, negotiate and affect outcomes.

Position Description



7. Facilitate targeted workshops and training for staff on end to end ITIL Management and governance.

Additional Factors

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria

1. Extensive knowledge of all ITIL disciplines and overarching frameworks, including the ability to implement change strategies in order to improve performance.
2. High level of skill in the application of the full suite of ITIL Service Management concepts.
3. High level of problem solving capability, with a talent for building and maintaining relationships.
4. Extensive knowledge implementing Continuous Service Improvement capability in large and complex IT arenas.
5. Substantial knowledge of working in a technical environment.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:

Not Applicable

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:

Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.