



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P00565

Division: Customer, Data & Technology

Classification: SOGA

Business Unit: Customer Engagement Services Branch

Location: Hybrid working arrangements (Winyu House Gungahlin & work from home)

Position Title: Senior Director, ServiceNow Platform Lead

Last Reviewed: 11/09/2026

Position Requirements:

This position requires a current AGSVA Baseline security clearance or the ability to obtain.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

The **Customer, Data and Technology Group** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customer-focused the group helps ensure that citizens and businesses benefit from responsive, transparent, and innovative public administration.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,
- service integration and management
- program and project management
- Cyber, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records.

BUSINESS UNIT OVERVIEW

Customer Engagement Services

Customer Engagement Services Branch provides a range of ICT services across ACT government, including the ICT Service Desk, asset and service lifecycle management, and problem, change, and incident management. We also provide support and advice to ACT Government directorates through embedded ICT teams.

POSITION OVERVIEW

The role manages a diverse team of technical and administrative staff supporting Digital Canberra deliver strategic alignment of Directorate and ACT Government initiatives. The team specifically leads ServiceNow function, delivers Service Portfolio Management and executive support to the Branch.

WHAT YOU WILL DO

1. Effectively lead and manage the Enterprise Service Management Platform Team comprising:
 - a. The Information Technology Infrastructure Library (ITIL) team delivering the ITIL framework training.
 - b. Service Portfolio Management Team delivering an improved Service Catalogue and leading the process to develop new services for inclusion in the catalogue - including service definition, transparent cost and support modelling.
2. Effectively manage and lead the ServiceNow function and the Catalogue teams. This also includes leading vendor management, system capability and maturity uplift.
3. Foster and maintain strong business relationships and consultation frameworks with DCBR Managers, Vendors and Directorates.
4. Provide effective management and leadership of the team defining and developing service packages, ensuring support cost and maintenance models are in place, and agreed with relevant Directorates, Digital Canberra staff and Committee Governance groups.
5. Ensure that policies, procedures and strategies relating to Service Management Platforms are developed and compliant with the ITIL framework.

6. Manage and control the cost centre budget in accordance with the Financial Management Act 1996 and Chief Executive Financial Instructions including Financial Delegations being exercised appropriately.
7. Provide strategic and operational support to the Executive Branch Manager (EBM), including preparation of briefing materials, coordination of priorities, and assistance with executive-level decision-making.
8. Provide direct supervision of managers and their teams.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

- Qualifications in the Information Technology Infrastructure Library (ITIL) framework and project management would be highly regarded.

Behavioural Capabilities

1. Strong leadership expertise to deliver agreed strategic and holistic service design, business support and continued maintenance of Digital Canberra ICT services and capabilities.
2. Proven expertise in establishing and maintaining effective and diverse strategic business partnerships, including internal and external stakeholders; through collaboration, engagement, responsiveness and influence.
3. Demonstrates a strong commitment to achieving project outcomes by taking ownership, maintaining focus on deliverables, timelines, proactively identifies and resolves issues, and monitors progress to adapt plans to evolving priorities or constraints.
4. Appropriate use of initiative and demonstrated evidence- based decision making.
5. Effective demand and resource management, direction setting and guidance for managers and team members.
6. Effective oral and written communications ensuring easy to consume, customer focused output.

Compliance Requirements

1. An AGSVA Baseline clearance is required for this position.
2. Driver's license is not essential.
3. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Director, Service Manager (P00565) and indicates how frequently each of these

requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never