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Position Description

Legal Services Commission South Australia

Position: **Application Services Team Lead**

Classification Code: **ASO7**

Division: **Information Services Division**

POSITION DESCRIPTION

Summary of Role:

The Application Services Lead is responsible for the operational leadership of the Applications Support team. The role oversees the support, maintenance, security and continuous improvement of Legal Services' enterprise application suite.

The Application Services Lead supports the delivery of business priorities through effective application management, coordinating vendors, and maintaining secure and resilient application services.

The Application Services Lead will contribute to the overall stability, performance and lifecycle management of Legal Services' enterprise platform across both Hybrid, On-Prem Services and Cloud/Software-as-a-Service (SaaS) Environments.

Reports to: Information Services Operations Manager

Direct Reports: Application Administrator

Special Conditions:

The employee:

- may be required to undertake some out of hours work.
- may be required to undertake some intra/interstate travel.
- may be required to work at any Legal Services office as required.
- will undergo periodic National Police Clearances and DHS Working with Children Checks.
- is required to comply with the standards outlined in the Code of Ethics for the South Australian Public Sector, relevant legislation, and Legal Services policies and procedures.
- is required to maintain strict confidentiality in accordance with Section 31A of the *Legal Services Commission Act 1977*.
- is required to participate in performance reviews and development programs.
- is required to attend mandatory in-house training and Mandatory Continuing Professional Development.

Key Responsibilities and Duties:

Leadership and Management

- Provide operational leadership to the Application Support team, setting clear priorities and performance expectations and ensuring the delivery of high-quality, efficient and compliant

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services that comply with Legal Services policies, guidelines and practice management standards and are in accordance with Legal Services values and strategic plan.
- Lead the Application Support team through organisational and digital transformation initiatives, building workforce capability, fostering continuous improvement, communicating change effectively and ensuring the successful adoption of new systems, processes and ways of working.
- Provide ongoing support to the team members by promoting a culture that prioritises their physical, mental and emotional wellbeing and fostering a positive, inclusive and collaborative work environment.
- Lead the Application Support team in developing and delivering application training, user guidance and support materials to promote effective system utilisation and maximise business outcomes.

Application Services
- Undertake and lead the day-to-day administration, monitoring, support and optimisation of Legal Services' hybrid application platforms, including on-premises applications and core SaaS tenancies, delegating activities across the Applications Support team as appropriate.
- Direct and lead scheduled maintenance windows, patching and release management across production and non-production workloads to minimise disruption to Legal Services operations.
- Ensure applications are aligned with Legal Services confidentiality requirements and the broader South Australian Government Security frameworks.
- Maintain and regularly validate backup integrity and disaster recovery for hosted systems and data repository ensuring business continuity requirements are met.
- Lead and contribute to the implementation and ongoing optimisation of business applications and digital solutions, considering operational transition, supportability, resilience and lifecycle risks.
- Translate technology initiatives into practical operational improvements, automation opportunities and enhance service delivery outcomes.
- Ensure the Applications Support team effectively manages application incidents, problems, changes and releases in accordance with Legal Services' service management requirements and procedures.
- Manage relationships with application vendors and service providers to support effective service delivery, issue resolution and continual improvement.
- Monitor and optimise application licensing to ensure licences remain appropriately allocated, efficiently utilised and aligned with business requirements.
- Establish a data-driven approach to reporting and service delivery, using performance measures to assess efficiency and productivity, identify improvement opportunities and monitor the impact of implemented changes.

General
- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- Ensure Legal Services applications suite comply with Legal Services' requirements for the recording of client information, statistical data and other reporting and evaluation procedures, and maintain good file management and comply with professional ethics and standards.

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- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are adhered in accordance with all WHS legislation, policies and procedures within the workplace.
- Embrace and encourage diversity and cultural differences in the workplace by modelling respectful behaviour in the workplace.
- Promote and maintain a commitment to cultural competence and an inclusive workplace in support of First Nations people and other underrepresented groups.
- Act in accordance with the Appropriate Workplace Behaviours Procedure at all times.
- Consistently influence others to achieve objectives, especially in times of change and difficult situations. Anticipating the drivers and obstacles to change and identify ways to build on or decrease their impact.
- Work within the legislative requirements of the Legal Services Commission Act 1977, Fair Work Act 1994, Work Health and Safety Act 2012, Equal Opportunity Act 1984, Return to Work Act 2014 (SA), Independent Commissioner Against Corruption Act 2012 (SA), Public Interest Disclosure Act 2018 and other relevant Acts and Regulations.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Educational/Vocational Qualifications:

- Not applicable

Personal Abilities/Aptitudes/Skills:

- Ability to lead, motivate and create cohesive work teams, effectively delegate and apply effective leadership principles.
- Demonstrated ability to work effectively, under limited direction, either independently or within a team to build positive working relationships with a wide range of internal and external key stakeholders.
- Ability to align enterprise application services with business needs, operational requirements and organisational objectives.
- Demonstrated ability to identify, recommend and implement service improvements that enhance operational effectiveness and user experience.
- Strong analytical and problem-solving skills, with the ability to assess complex issues and identify practical solutions.
- Ability to build and maintain effective working relationships with business stakeholders, vendors and service providers
- Ability to remain composed and effective when managing operational issues, competing demands and service disruptions.
- Ability to work collaboratively across technical disciplines and contribute positively to the broader Information Services team.

Experience:

- Experience managing enterprise business applications across support, maintenance, upgrades and continuous improvement activities.
- Demonstrated experience administering, maintaining and monitoring modern operational on-prem and SaaS applications.

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- Experience developing and delivering training, coaching and knowledge transfer activities that build technical capability, support user adoption and promote the effective use of enterprise applications.
- Experience in delivering and successfully implementing information technology and digital solutions within change programs.
- Experience applying IT service management principles including incident, problem, change and release management.
- Experience contributing to service planning, market analysis, procurement activities and vendor evaluation.
- Experience monitoring and optimising application licensing to ensure licences remain appropriately allocated, efficiently utilised and aligned with business requirements.

Knowledge:

- Knowledge of contemporary enterprise application platforms, including Microsoft 365, identity services, SaaS applications, workflow platforms, artificial intelligence and application integration technologies.
- Knowledge of enterprise communication technologies and cloud-based contact centres including Microsoft Teams and Genesys.
- Knowledge of Customer Relationship Management software and tools.
- Knowledge of enterprise ITSM Tools.
- Knowledge of user management and enterprise directories.
- Knowledge of utilising and supporting EDRM Systems
- Knowledge of information security, identity security and cyber security controls applicable to enterprise business applications.
- An understanding of Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

Educational/Vocational Qualifications:

- Appropriate tertiary qualification in Information Technology or other related discipline, such as vendor certifications.

Experience:

- Experience with enterprise scripting languages, such as PowerShell, for application administration and automation.

Knowledge:

- Knowledge of emerging AI technologies and their use within enterprise application environments.
- Knowledge of Legal Practice or Case Management Systems (CMS)
- Knowledge of frameworks such as ITIL v4

Position Description Approval

Approved by:

Signed by:

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Delegate

14 November 2026

Date