

Position Description



Position: Information Services Operations Manager
Classification Code: SM1
Division: Information Services Division (ISD)

POSITION DESCRIPTION

Summary of Role:

The Information Services Operations Manager will be responsible for overseeing the end-to-end delivery of operational IT services across Legal Services. This role will lead and manage the internal service delivery team that will provide service desk operations, infrastructure and platform management. It will also manage vendor relationships to maintain high levels of customer satisfaction and compliance with service level agreements.

Reporting to the Chief Information Officer, this role will be part of the Information Services leadership team and will collaborate and support the execution of the Digital Transformation Program. It will also promote the vision for the Information Services function, support transformation and high performing digital culture.

The Information Services Operations Manager will also be responsible for identifying and analysing trends in service performance and user experience. This role will assess opportunities to enhance the effectiveness, efficiency and quality of Information Services operational capability. This includes proactively recommending and implementing improvements that support continuous improvement, drive innovation and align with Legal Services' needs and technological advancements.

Reports to: Chief Information Officer

Direct Reports:

- End User Computing Lead
- Architecture and Technical Lead
- Application Administrator
- ICT Desktop Lead
- Service Desk Officer

Key Relationships:

- Information Services leadership team
- IT Leaders in other Legal Aid Agencies or other legal jurisdictions across Australia;
- Other government departments and external agencies;
- External service providers, partners and vendors.

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 leadership, management, supervision and expert advice/guidance to team members engaged in the IS Operations team to ensure the delivery of high quality, efficient and effective services that comply with Legal Services policies, guidelines and practice management standards and are in accordance with Legal Services values and strategic plan.
- Foster an environment with a focus on building capability, knowledge sharing and facilitating a culture of continuous improvement, high achievement and professional development.
- Engage proactively in organisational and cultural change and ensure effective communication within the office so all staff are aware of key organisational requirements and priorities, reforms and initiatives.
- Provide ongoing support to the team members by promoting a culture that prioritises their physical, mental and emotional wellbeing, to foster a positive, inclusive and collaborative work environment.
- Monitor service and other statistical data to evaluate efficiency and productivity and make recommendations for improvements.

Information Services Operations

- Develop and implement operational service delivery strategies, frameworks, and processes that align with Legal Services' objectives and support continuous improvement.
- Manage end to end operational information technology service delivery and ensure all services meet agreed performance metrics, Service Level Agreements (SLAs) and customer expectations.
- Lead the IT Service Desk operations to ensure efficient handling of incidents, service requests, and user support, maintaining a high standard of service and customer satisfaction and serve as the key escalation point for complex or high-impact issues to ensure timely resolution and effective communication with stakeholders.
- Maintain strong relationships with technology vendors and third-party service providers to ensure compliance with agreed deliverables and service standards.
- Manage the IS Operations procurements and contracts in-line with government standards and policies.
- Manage and provide reporting information on the IS Operations budget as required.

- Contribute to the development and maintenance of IS policies, procedures to ensure operational resilience and support the ongoing refinement of the enterprise frameworks (governance, risk and compliance).
- Ensure ISD services are delivered in compliance with relevant policies, standards, and regulatory requirements, including data protection and cybersecurity frameworks.
- Contribute to ISD resource planning to ensure adequate staffing, tools, and technology are available to support service delivery objectives.
- Drive change management initiatives within the IS environment to support new system implementations, upgrades, or process improvements.

General

- Communicate effectively with persons from a wide range of backgrounds including differing socio-economic and cultural backgrounds.
- 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.
- 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

Personal Abilities/Aptitudes/Skills:

- Exceptional inter-personal skills enabling engagement with all levels of staff and stakeholders across Legal Services, external organisations and other agencies.
- Proven ability to effectively delegate in an environment where priorities and goals can quickly change and evolve.
- 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.
- Demonstrates a high-level understanding of business technology and its application to an organisation's infrastructure.

- Demonstrates the ability to implement high-level information technology solutions using strategic, collaborative decision-making in complex and sensitive settings
- Demonstrates a sound understanding of project and service delivery, including tools such as ITIL and PRINCE2 methodologies and frameworks.
- Demonstrates an understanding of the key issues affecting public sector service delivery.
- Demonstrates an understanding of the relationship between effective service delivery within budgetary constraints.
- Demonstrates a commitment to continuous improvement as a leader and being open to new ways of working.

Experience:

- Experience in leading, managing and mentoring a team of information technology service staff to set direction, motivate staff and coordinate work.
- Demonstrated experience in transforming and managing significant information technology services in a complex environment.
- Demonstrated experience in delivering and successfully implementing information technology and digital solutions within change programs.
- Experience managing large and complex outcome-based IT contracts in an outsourced IT environment.
- Experience in strategic planning, including performance management and evaluation.
- Experience in working with procurement, market testing and outsourcing as well as negotiating quality, cost-effective services.
- Strong digital skills and competency in the use of Microsoft Office suite of products, the internet, email correspondence and electronic records management systems.

Knowledge:

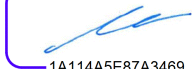
- Demonstrated knowledge of key IT management standards, including, but not limited to, ITIL, PRINCE2 and SFIA
- A strong understanding of Government policies, strategy and practices relevant to a technology and digital environment.
- A strong understanding of financial management practices.
- Demonstrated knowledge in Risk Management and Risk Assessment policies, procedures and practices.
- Sound knowledge of the principles of staff management/leadership techniques.
- An understanding Workplace Health and Safety and Equal Opportunity principles.

DESIRABLE REQUIREMENTS

- Tertiary or Post Graduate qualification in Business Administration, Information Technology or related discipline.

Position Description Approval

Approved by:

Signed by:

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Delegate

30 June 2026

Date