

Position Description			
Position Title	Service Management & ITIL Lead	Group	Operations & Delivery
Function	ITIL Process Owner, Incident, Problem and Change Manager.	Department	Service Operations
Cost Centre		No. of Direct Reports / Total Reports	0
Position Reports to	Service Operations Manager		

Primary Accountability

The purpose of this role is to own and drive the operational performance and development of ITIL processes and service management capability within NEC NZ. This role will also be accountable for:

- Ensuring ITIL policy and processes are optimised and followed.
- Monitoring Service Level Adherence and following up incidents and requests as part of Incident Management and Request Fulfilment.
- Maintaining a forward view of customer change including developing and implementing Change Management Policy and Procedures including Change Advisory Board.
- In conjunction with the Contracts and Reporting Manager use reporting to support the service management framework.
- Ensure that bids made by NEC consider service management requirements as part of solution offerings and include accurate estimates for support.

Areas of Accountability/Key Responsibilities

ITIL Process Ownership and Leadership

- Enable process performance by improving and maintaining fit for purpose ITIL policies, methodologies, tools and processes within NEC NZ, including major incident management.
- Ensure documentation and training is in place.
- Workshop processes as required for process development with process users.
- Act as a subject matter expert on the service management tool. Provide process and system advice as required.
- Collect and manage requests for change.
- Ensure process compliance through the use of a simple compliance model.

ITIL Management

- Manage Major Incidents as required

- Manage Problems identified through major incidents or analysis.
- Manage Changes – chair the Change Advisory Board – and provide advice on the process.
- Complete day to day overall call management tasks for example checking on all open tickets to ensure they are updated and chasing up potential SLA breaches – following up with staff / NEC Vendors and other resolver groups to drive resolution. Drives SLA adherence and behaviours across all NEC teams.
- Complete trend analysis cross customer as part of proactive problem / defect management.
- Keep a customer agnostic forward schedule of change that allows us to see change happening at all levels of NEC Business Units / Customers.
- Conduct and / or input into Major Incident Post Implementation Review reports for customers (PIR's).
- For additional ITIL services that may be required by customers work with the Service Operations Manager and other key stakeholders to ensure processes developed and transitioned into BAU for example Capacity and Availability Management or SACM (Service Asset & Configuration Management).
- Support Service Operations Manager with providing key trending information on external NEC vendor\partner tickets (call management) to drive service delivery and optimum performance from external vendor\partners

Service Management

- Ensure outstanding customer satisfaction by maintaining strong working relationships.
- Understand the customer's service requirements and as well as being an internal advocate for them within NEC NZ, ensure they are embedded in our operational systems and reporting
- Convene meetings with customers to report on and review business-as-usual operational delivery of our Services and review proposed and approved projects and changes as and when they arise. This includes working with the Manager Contracts and Reporting to provide reports in order to review our performance against the Service Levels, Business Outcomes and, quality measures and objectives.
- Develop and maintain an effective operational management, escalation and governance framework to ensure that Service Delivery Partners and service delivery teams are delivering services to agreed standards including performance, improvement and collaboration activities
- Work with the Services Management System Admin to maintain the Service Catalogue, working with the Contracts and Reporting Manager ensure new services have service catalogue entries based on commercial agreements.
- Provide training/documentation and advice relating to the ITSM tool.

Support for new customers/solutions

- Supporting the Service Operations Manager to work with Sales and Solutions to ensure any new solutions/customer offers can be effectively supported by Service Operations, providing recommendations to ensure best customer experience.
- Develop and maintain Service Catalogue to provide consistency for future sales bids.
- Supporting the Service Operations Manager to ensure pricing accurately reflects effort, and ensures profitability of Service Operations.
- Key member of Project Delivery team responsible for ensuring full readiness to support new product/solution in BAU.

- Leading any change required to ensure the team can effectively support new products/solutions.

Reporting

- Provide reporting for and insight on the operational performance of NEC & Service Operations for Customers
- Ensure performance reporting against SLA / OLA is accurate
- Provide exception reporting & insight as required

Qualifications/Industry Certifications

Essential	Desirable
<ul style="list-style-type: none"> ▮ ITIL Foundation V3/V4 	<ul style="list-style-type: none"> ▮ Relevant tertiary qualification

Professional Experience

Professional work experience and skills relevant to the position

- ▮ Extensive working in a Service Management environment in an IT&T environment
- ▮ Experience in implementing best practice ITIL Service Management tools and processes
- ▮ Customer focused and proactive
- ▮ Ability to deal confidently with stakeholders at all levels and to demonstrate sound engagement and influencing skills
- ▮ Ability to effectively manage resources and financials
- ▮ Experience working as part of a Bid Process representing Service Operations
- ▮ Experience with implementing best practice service management frameworks and processes
- ▮ Ability to work effectively within a team environment and with limited supervision
- ▮ Strong organisational and time management skills, detailed and methodical with the ability to perform and prioritise multiple tasks
- ▮ Strong problem solving skills and ability to think creatively
- ▮ Ability to work in a fast paced environment
- ▮ Experience scoping and cost estimation of supporting new solutions
- ▮ Excellent decision making ability
- ▮ Good written and oral communication skills, including dealing with parties whose first language is not English
- ▮ Analytical ability
- ▮ Achievement orientated

Key Relationships

Internal	External
<ul style="list-style-type: none"> ▮ Service Operations team ▮ Application & Infrastructure Support Manager and team ▮ Sales & Solutions 	<ul style="list-style-type: none"> ▮ Customers ▮ Partners ▮ Industry Leaders ▮ Suppliers

<ul style="list-style-type: none"> ■ Managing Director and Executive Leadership Team ■ Finance ■ NEC Australia 	
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Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.

Our Vision

Enabling secure identity and communication in a fast-moving world where every experience is connected.

Our Intention and Values

Diversify and grow customers, our people, and our capability and revenue streams.

<ul style="list-style-type: none"> ■ Innovation ■ Customer Centric ■ Courage 	<ul style="list-style-type: none"> ■ Collaboration ■ Excellence
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NEC Group Core Values-The way we work

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

<ul style="list-style-type: none"> ■ Look Outward. See the Future ■ Think Simply. Display Clear Strategy ■ Be Passionate. Follow through to the End 	<ul style="list-style-type: none"> ■ Move Fast. Never Miss an Opportunity ■ Encourage Openness. Stimulate the Growth of All.
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