

<b>POSITION:</b>	Service Delivery Lead
<b>CLASSIFICATION:</b>	SCHADS L5, AON Level 6
<b>REPORTS TO:</b>	Manager Of Technology Operations
<b>DATE CREATED:</b>	April 2025

## ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

## DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

## POSITION CONTEXT

The ICT Service Delivery Lead operates in a dynamic environment, providing leadership and operational oversight of ICT services.

The role combines strategic management with hands-on technical capabilities to ensure the delivery of efficient and high-quality ICT support across the MCM Group services.

The role oversees the First Time Fix and Field Service Teams, ensuring adherence to Service-Level Agreements (SLAs) and compliance with ITIL standards. It focuses on building robust support systems that address incidents, requests, and changes effectively while proactively improving service delivery and infrastructure capabilities.

This role will be responsible for establishing, implementing and managing SLA with business units and providing standardised ongoing reporting. Similarly, the role will have a continuous improvement focus looking to measure and improve customer service, manage and reduce problem management outcomes and identify areas for process improvement.

The position involves overseeing hybrid IT environments, with technologies ranging from cloud services (e.g., Azure, Microsoft 365) to on-premises infrastructure.

Occasional out of hours work may be required for work such as hardware upgrades, software upgrades, deploying patches and relocations

## POSITION PURPOSE

Working alongside the Manager of Technology Operations, the ICT Service Delivery Lead is responsible for delivering client-focused, fit-for-purpose ICT services underpinned by SLAs and a service catalogue.

The role ensures smooth operations by leading the First Time Fix and Field Service Teams, managing issue resolution, enhancing service quality, and driving continuous improvement.

Key aspects include:

- Leading the Customer and Field Service Team to provide first- and second-level support.
- Leading the Technical analysts to provide Infrastructure and Cloud support.
- Ensuring efficient incident resolution, problem solving, and change management.
- Driving service delivery improvements aligned with organisational goals.
- Managing ICT assets, procurement, and vendor relationships.
- Ensuring compliance with ITIL standards and organisational policies.

## POSITION DUTIES AND RESPONSIBILITIES

**Duties of this role may include but are not limited to the following:**

### Leadership

- Lead and manage the Customer, Field and Technical Analyst Team, ensuring adequate resourcing, skill development, performance management and adherence to standards.
- Conduct regular team meetings to communicate goals, updates, and methodologies.
- Foster a culture of collaboration, accountability, and continuous improvement.
- Identify skills gaps and provide training or support to bridge them.
- Manage End-User Services Team resourcing (Monday to Friday 8:00 AM to 5:30 PM).

### Customer Support

- Provide First Time Fix and Field Service support for all IT services, ensuring timely and effective resolution of incidents and requests.

### ITIL-Based Management

- Manage Event, Incident, Problem, Change, Access, and Request processes for desktops, laptops, and mobile devices, adhering to SLAs, ITIL frameworks and established work practices.

### Service Level Agreement Management

- Establish SLA's across all business units
- Manage SLA's ensuring ongoing monthly reporting and regular reviews with business stakeholders.
- Ensure that infrastructure reporting is accurate and provided monthly showing availability

### Incident Management

- Lead the management of Severity 1 and 2 incidents, including post-incident reviews for Severity 1 issues.

### Issue Resolution

- Ensure accurate diagnosis and resolution of issues within SLA timelines. Retain ownership of incidents and requests, providing timely and precise updates to customers while monitoring and managing the entire lifecycle of incidents and requests.

### Impact Awareness

- Understand and address IT service impacts across all locations and ensure alignment with divisional roles and responsibilities for appropriate job allocation and escalation.

### **Triage Management**

- Conduct triage meetings as needed to prioritize and address issues effectively.

### **Communication and Documentation**

- Maintain consistent, accurate communication within the First Time Fix team, Field Service team, Technical Analysts team, ICT management, and key stakeholders.
- Document and share knowledge through detailed work practices, procedures, and user guides. Ensure ICT documents are regularly reviewed and updated as required.

### **Asset and Vendor Management**

- Manage the allocation, procurement, and purchasing of ICT equipment and assets within relevant delegation of authority.
- Oversee vendor relationships for the provisioning of first- and second-tier ICT services.
- Maintain and improve the Service Desk tool to align with organisational needs.

### **Compliance and Security**

- Ensure MCM continue to maintain its Essential 8 level of compliance – across all Essential 8 strategy areas
- Adhere to privacy laws, security protocols, and audit requirements to maintain compliance.
- Ensure all services align with organisational policies, procedures, and relevant legislative requirements.
- Ensure that capacity planning of licensing and infrastructure is planned accordingly on a quarterly basis to prevent compliance breaches.

### **Continuous Improvement**

- Actively contribute to the improvement of ICT services, including service catalogue updates and enhancements.
- Participate in problem management and root cause analysis to minimize recurring issues.
- Stay updated on industry trends, maintain technical product knowledge, and pursue relevant certifications.

### **Key Performance Indicators (KPIs)**

- Achieve 100% SLA compliance for incidents and requests.
- Conduct post-incident reviews for 100% of Severity 1 incidents.
- Maintain accurate documentation with 100% adherence to update requirements.
- Establish, measure and then establish strategies to improve customer satisfaction scores through effective communication and resolution.
- Minimize recurring incidents by completing root cause analysis for 90% of identified problems.

MCM is committed to the safety of its clients and employees, taking a zero-tolerance approach to violence within the workplace, abuse, including child abuse and abuse of people with disability. All employees are required to comply with the Child Safe Standards.

## **KEY SELECTION CRITERIA**

### **Essential:**

- Excellent leadership and team management skills.
- Ability to build and maintain relationships and negotiate with a range of stakeholders, vendors and business application owners, ensuring roles and responsibilities are clearly established and maintained

- Excellent communication skills, both written and verbal.
- High-level problem-solving skills and a strong work ethic, with the ability to multitask and work independently.
- Proven experience in managing IT service delivery in complex, hybrid environments.
- Strong technical expertise in Virtualisation (HyperV), Microsoft Azure, Microsoft 365, Windows Server, and Active Directory.
- Strong experience with ITIL frameworks, including incident, problem, and change management.
- Experience in developing, implementing, documenting and monitoring delivery of service desk functions in line with the ITIL framework, including the development of SLA's and a service catalogue; incident management; change management and request management.
- Experience with Service Desk management tools such as ServiceNow or similar.
- A range of ICT security software that covers the desktop environment; the external firewall; web browsing environment and more
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

#### Desirable:

- Diploma or Degree in Information Technology
- Project management experience or certification (e.g., PRINCE2, PMP).
- Proven experience supporting, educating and managing employees.
- Experience in working in the not-for-profit sector (NFP).
- An experience with working with third party vendors in the implementation of large change agendas.

### POSITION AUTHORITIES

#### Number of Reports

Direct Reports				Indirect Reports			
Number:		FTE:	7	Number:		FTE:	
List Teams / Positions				List Teams / Positions			

## KEY RELATIONSHIPS

### Internal Relationships

- Manager Technology Operations, ICT Service Delivery Lead: Receive direction, report progress and escalate unresolved issues.
- Customer Services \ Field Services\ Infrastructure\ Team: Collaborate to ensure seamless service delivery and resolve infrastructure issues.
- MCM Group All Business Units: Provide tailored IT support to meet specific departmental needs.
- MCM\ Hester Hornbrook Academy (HHA) Teachers \ Staff \ Students
- Support staff across all MCM locations to ensure efficient IT operations and enhanced user experiences.

### External Relationships

- External suppliers and vendors.

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

<b>Together</b>	We are inclusive and accepting of difference
	We work in highly effective teams and our people are connected across our organisation
	We engage proactively with others to deliver outcomes
<b>Courageous</b>	We speak up constructively in line with our convictions
	We pursue our goals with determination
	We are passionate about our advocacy role
<b>Curious</b>	We are inquisitive and ask why
	We challenge the status quo
	We actively explore the alternatives
<b>Open</b>	We are transparent and have genuine, honest interactions
	We listen and hear people's voices
	We value and respect the autonomy of clients
	We trust one another
<b>Accountable</b>	We act safely in all our interactions

We manage within our financial and resource boundaries

We own our outcomes and decisions

We are proud of the work that we do

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

### Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

### Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

### Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.

