Blacktown City. Made Together

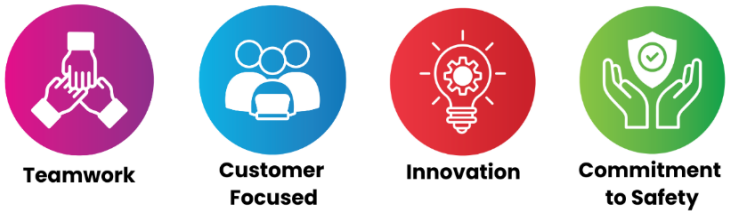
Position description

Senior Coordinator IT Service Management

Summary information

Section	Digital Services	**Directorate**	Corporate Services
BCC number(s)	BCC1847	**Position type**	Permanent, full-time
Grade	Grade 21	**Skill descriptor**	Band 3 Level 4
Reports to	Chief Digital Officer	**Direct reports**	Yes
Approval limit	$50,000	**Release limit**	$0
Created/reviewed	October 2026		

Our values



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Blacktown City Council

1. Position purpose

This role ensures service delivery excellence, fostering a culture of exceptional customer service, and driving continuous improvements that enhance the user and enables improved customer experience. Enthusiasm and a positive attitude are essential attributes for success in this role. The position requires a strong technical foundation in IT Service Management (ITSM). The role is ideal for an individual who is a forward-thinker, who excels at the intersection of hands-on IT service delivery, strategy and team leadership.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Degree qualifications in Information Systems Management, Information Technology or a related field
- Extensive experience implementing and managing ITSM processes in a similar organisation
- Excellent track record of providing responsive and empathetic IT support during business hours and after hours, including reporting to identify and resolve user pain points
- Strong understanding and experience of identity and access management, endpoint security and compliance frameworks, coupled with proven experience collaborating with compliance teams to implement security and regulatory policies whilst ensuring minimal disruption to end users
- Well-developed management skills in planning and scheduling, together with the ability to lead and motivate a team of specialist staff
- Strong knowledge of the organisation's existing IT infrastructure, cloud platforms (Azure, M365), networking, operating systems (Windows, IOS, Android), and software (Technology One, Adobe suite, Content Manager)
- Experience with Microsoft Intune and other modern workplace platforms
- Experience with IT Budget and expenditure planning
- Experience with Vendor Management and commercial negotiations
- Meeting Room based AV system skills and troubleshooting
- IT Infrastructure Library (ITIL) v4 Foundation
- Experiencing in managing ITSM tools and workflows
- Demonstrated experience coordinating Information Technology governance and assurance activities
- Current class C driver's licence.

Desirable:

- ITIL Intermediate certificate in Release, Control and Validation or Service Transition or Operational Supports and Analysis
- Experience with HaloITSM or similar tools
- Project management certification
- Understanding of Microsoft operating systems, routing and telecommunications, enterprise storage systems, data centre operations and cloud systems.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Lead and develop a high-performing front-line IT support team that delivers timely, effective resolution of technical issues aligned with business needs.
- Maintain reliable desktop services within agreed service levels and provide KPI reporting and compliance updates to management.
- Develop and deliver a modern workplace technology strategy that supports scalability, resilience, automation and alignment with business objectives.
- Work with leaders and cross-functional teams to define requirements, recommend solutions and lead the selection, configuration and deployment of modern workplace tools.
- Ensure workplace technologies integrate effectively with existing IT systems and support interoperability across the technology environment.
- Develop and implement change management strategies that support user adoption, smooth transition and maximum value from new workplace technologies.
- Lead continuous improvement and ITIL-based process improvement initiatives that enhance user experience, service reliability, support performance and cost efficiency.
- Embed documentation and knowledge management into standard practices, including issue resolutions, procedures, installation guides and configuration information.
- Work with cybersecurity and governance teams to ensure workplace technologies are implemented, maintained and assured in line with security standards and good practice.
- Provide subject matter expertise in ITIL and related methodologies, including analysis and development of frameworks, workflows, charts and diagrams that define system capabilities and processes.

- Maintain accurate hardware and software inventories to support seamless onboarding, offboarding and asset management.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Ensure the high-quality delivery of services by the IT Service Desk with high levels of customer satisfaction and short resolution times on incidents and requests.
- Ensure the effective configuration, administration and operations of modern workplace technologies in Council.
- Oversee purchasing and contract management functions for digital services.
- Ensure Council's technology assets are monitored and managed effectively throughout their lifecycle.
- Provide high-quality Digital services to the Mayor and other Councillors.
- Provide expertise on escalation items from the IT Service Desk Team.
- Develop talent, foster learning and growth through mentoring and on the job training.
- Develop and own the IT Infrastructure Library (ITIL) processes including Incident Management, Request Fulfillment, Problem Management, Configuration Management, Change Management, and Knowledge Management for Council.
- Produce and maintain process documentation, standard operating procedures, work instructions and other documentation.
- Collaborate with product owners, system administrators, system engineers, developers, end users and vendors to ensure process compliance and utility.
- Update and maintain the IT Service Management (ITSM) system, including identifying process improvements self-service and automation.
- Oversee the completion of internal and external IT audits.
- Coordinate the completion of audit actions with the Chief Digital Officer and other relevant stakeholders.
- Chair the Change Advisory Board and other ITSM committees.
- Manage the Change Advisory Board escalation process.
- Manage and coordinate urgent VIP and complex issues.
- Facilitate post-implementation reviews of changes and releases.
- Escalate to the Chief Digital Officer if an unauthorised change is discovered.
- Educate Council and IT on the Change Management and other IT Infrastructure Library (ITIL) processes.
- Report on Change Management activities.
- Keep up to date with ITSM innovation and suggest and implement process/service improvements to Council.
- Support Council meetings and other after-hours events.

- Coordinate updates of the Information Security Management FrameworkWork with stakeholders across Council on initiatives involving ITSM.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: