

## ROLE DESCRIPTION

<b>ROLE TITLE:</b>	ServiceNow Team Lead	<b>AGENCY:</b>	<a href="#">Department of the Premier and Cabinet</a>
<b>CLASSIFICATION:</b>	AS07	<b>DIVISION:</b>	Chief Operating Officer
<b>ROLE NUMBER:</b>	TBA	<b>BUSINESS UNIT:</b>	ICT Services

**REPORTS TO:** Projects and Applications Services Leader

**ROLES REPORTING TO THIS ROLE:** ServiceNow Technical Specialist (2.0 FTE)  
**BUDGET:** Nil

### ROLE PURPOSE:

The ServiceNow Team Lead provides strategic and operational leadership for the ServiceNow platform, overseeing the delivery, optimisation and continuous improvement of IT Service Management (ITSM), Software Asset Management (SAM), and Human Resources Service Delivery (HRSD) capabilities.

The role is accountable for platform performance, governance and service outcomes, ensuring alignment with government priorities, service management frameworks and user needs. It leads a specialist team and partners with senior stakeholders to shape platform direction, prioritise investment and deliver scalable, secure and user-focused solutions.

The ServiceNow Team Lead plays a key advisory role to leadership, providing expert guidance on platform strategy, architecture and roadmap planning to enable improved service delivery, operational efficiency and organisational outcomes.

### KEY OUTCOMES OF ROLE:

- Lead and develop a high-performing specialist team by providing clear direction, performance management and capability development, fostering a culture of accountability, collaboration and continuous improvement.
- Provide strategic and operational leadership of the ServiceNow platform, ensuring performance, stability, scalability and alignment with organisational priorities across ITSM, SAM, and HRSD modules.
- Oversee the delivery of platform enhancements, upgrades and defect resolution, ensuring outcomes are secure, sustainable and deliver improved service performance. and user experience.
- Establish and maintain robust governance and service management practices, ensuring compliance with ITIL and best practice frameworks while embedding consistent, high-quality processes across the platform.
- Partner with business and ICT stakeholders to define, prioritise and deliver a forward-looking platform roadmap that balances operational needs with strategic service improvements and innovation.
- Provide evidence-based advice to senior stakeholders by analysing complex business needs and translating them into scalable technical solutions aligned to platform architecture and long-term capability.
- Identify, assess, and manage platform-related risks, impacting service continuity, security, compliance, and user experience, by translating complex business requirements into scalable solutions aligned with platform architecture and long-term capability.

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#### KEY RELATIONSHIPS / INTERACTIONS:

- **ICT leadership and technical teams:** Collaborate to ensure platform solutions align with enterprise architecture, security standards, integration requirements, and operational stability.
  - **ServiceNow team (direct reports):** Lead, mentor, and develop a specialist team to deliver high-quality platform outcomes and build capability.
  - **Business owners:** Provide strategic advice on platform direction, roadmap, investment priorities, and service performance to support organisational objectives.
  - **Project and change management stakeholders:** Coordinate delivery of platform enhancements, upgrades, and transformation initiatives, ensuring effective prioritisation and governance.
  - **End users and business units:** Gather insights on user experience, pain points, and service requirements to drive continuous improvement and user-focused solutions.
  - **ServiceNow vendor and partners:** Engage on platform capabilities, roadmap alignment, upgrades, best practice, and issue resolution.
  - **Third-party service providers / integrators:** Manage delivery and performance of external vendors supporting platform development, integration, and support services.
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#### SPECIAL CONDITIONS:

- Applicants are required to undergo relevant Employment Screening Assessment(s) in accordance with the DPC Employment Screening Policy.
  - This role requires:
    - Nationally Coordinated Criminal History Check (NCCHC) (mandatory for all roles).
    - Working with Children Check
    - Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
  - Operates within a confidential, commercially sensitive, and at times, politically sensitive environment, requiring discretion, sound judgement and professionalism at all times.
  - Some work outside standard business hours may be required.
  - The incumbent is required to participate in the department's Performance Management Program.
  - The incumbent may be reassigned to another position at this remuneration level or an equivalent classification.
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#### KEY SELECTION CRITERIA:

- Demonstrated experience leading the strategic and operational management of the ServiceNow platform, including ITSM, SAM, and HRSD modules, to deliver secure, scalable, and high-performing outcomes.
- Proven ability to provide advice and influence decision-making at a senior level, translating complex business needs into aligned, enterprise-wide solutions.
- Demonstrated experience establishing and maintaining governance frameworks, standards, and controls, ensuring platform performance, compliance, and risk management in line with ITIL and best practice.
- Strong leadership capability, with experience building and developing high-performing teams and fostering a culture of accountability and continuous improvement.
- Demonstrated expertise in ServiceNow platform design and capability, with the ability to guide technical delivery and ensure sustainable, maintainable solutions.
- Highly developed analytical and problem-solving skills, with the ability to assess complex issues, manage risk, and deliver evidence-based outcomes.
- Excellent communication and stakeholder engagement skills, including the ability to consult, negotiate, and influence across diverse stakeholders.



## PURPOSE

- Making a difference so South Australia thrives

## VISION

- The Heart of government

## DPC VALUES

- Curious
- Courageous
- Connected

## SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

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|-------------------|--------------------------------|
| ▪ Trust           | ▪ Collaboration and Engagement |
| ▪ Service         | ▪ Honesty and Integrity        |
| ▪ Professionalism | ▪ Courage and Tenacity         |
| ▪ Respect         | ▪ Sustainability               |

## CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

## CORE COMPETENCIES AND ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION

### Develops Strategic Thinking

- Demonstrates big-picture thinking to develop and maintain strategic direction
- Inspires and influences others towards achieving organisational goals and business objectives
- Develops and oversees the implementation of change initiatives in a sometimes uncertain environment
- Anticipates and identifies problem areas. Rapidly defines, objectively analyses and solves highly complex ambiguous problems
- Understands the organisations objectives and links between the business unit, the organisation, the whole of government policy agenda and public service values

### Achieves Results

- Builds a high performing team that makes effective use of individual/team capabilities and drives effective outcomes
- Looks outside of organisational silos to identify resources and uses evidence, knowledge and experience to deliver the best results
- Adheres to, interprets and explains Public Sector legislation, regulations and policies and manages compliance across all areas of the Business Unit
- Manages own and others project performance and takes action to improve the delivery of quality outcomes
- Values specialist expertise and creates an environment conducive to the sharing and effective utilisation of professional knowledge and skills

### Drives Business Excellence

- Continually searches for and champions new and innovative ways to add value linked to organisational outcomes. Embraces change
- References and utilises market trends, developments and economic/legislative changes to meet current and future organisational needs
- Inspires ongoing learning. Sets clear performance standards and gives timely recognition for good performance. Manages under performance promptly
- Proactively drives outstanding customer service through understanding needs
- Manages expenditure and oversees procurement, ensures security of systems, deploys resources appropriately

### Generates Genuine Partnerships

- Establishes credibility and negotiates persuasively. Offers a convincing rationale which has been carefully positioned against organisational outcomes
- Uses appropriate strategies to prevent, manage and resolve conflicts and disagreements promptly
- Facilitates a collaborative approach and promotes a positive environment to share information, encourage ideas and stimulate open discussion
- Demonstrates and models the values in creating partnerships across the business, and developing effective networking opportunities
- Confidently presents complex information in a clear and articulate manner tailored to meet the needs of the audience

### Role Models Personal Drive and Professionalism

- Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture
- Raises and challenges important issues constructively and stands by own position when challenged. Accepts accountability for mistakes and ensures corrective action is taken
- Persists and focuses on achieving objectives through pressure, responding positively and in a controlled manner
- Demonstrates a high level of self awareness and can identify areas in which own capabilities complement others. Strives for continual learning
- Promotes and develops an inclusive workplace culture that values and respects diversity and individual differences
- Advocates and drives standards for the safety and wellbeing of self and others