



Role Statement

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| Role title | Corporate Systems Support Analyst (ServiceNow) | Classification | ASO5 |
| Branch | Shared Services SA | Type of Appointment | Contract (9 Months) |
| Section | Business Systems – Corporate Systems | Position Number | |
| Approved by | Deputy Director, Business Systems | Date | February 2026 |

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

Shared Services SA (SSSA) strives to deliver high-quality financial, payroll and work injury services to our customers. We care about providing timely, accurate and contemporary services, so government agencies can focus on delivering for the South Australian community.

What this role is responsible for

The Corporate Systems Support Analyst is responsible for providing effective change management control with respect to ServiceNow application across Shared Services SA. The change control environment includes provision of systems support and administration, consultation with respect to business change requirements, issue resolution and analytical and technical support for the implementation of system changes.

The Corporate Systems Support Analyst coordinates, develops and implements requests for change which will involve significant consultation and engagement across key internal and external stakeholders including Business Systems, agencies, external systems suppliers, and all business units within Shared Services SA. The Corporate System Support Analyst ensures all change request activities are documented, implemented and effectively managed to meet the expectations of internal and external stakeholders.

- Ensure the Customer Service Portal (ServiceNow) operates reliably and effectively across the SA Government, including consulting with providing advice to customers on systems changes and upgrades.
 - Work with vendors and or Business Systems developers, to review, test and implement systems change to the Customer Service Portal (ServiceNow) to correct identified issues and problems.
 - Work proactively with key internal and external stakeholders to identify and develop solutions requiring systems changes to meet new business requirements.
 - Ensure all requests for change are managed, approved and documented through the prescribed change advisory board process.
 - Operate within internal controls and quality systems to ensure the integrity of the corporate systems applications and to ensure effective audit, risk management and compliance against legislation, policies and procedures.
 - Ensure customer satisfaction is a high priority, and clients receive responsive services including proactively engaging with and seeking feedback from client Agency representatives.
 - Contribute to a culture of high performance, professionalism and identify opportunities and solutions to improve service delivery.
 - Participate in a continuous learning environment within Shared Services SA through regular performance development discussions.
 - Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.
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Who this role reports to

- The Corporate Systems Support Analyst reports to the Manager Corporate Systems.
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Key Relationships/Stakeholders

- The Manager, Corporate Systems
 - The Corporate Systems Team and broader Business Systems Team
 - Staff and Management across Shared Services SA located at either the Port Adelaide or Adelaide site
 - Staff and Management of Department of Treasury and Finance (DTF)
 - Various key internal and external stakeholders (including SA Government Agencies and Contractors)
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - ☒ Nationally Coordinated Criminal History Check
- Some out of hours work may be required.
- Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- ServiceNow Administrator to manage and administer the platform by configuring core functionalities such as Business Rules, Client Scripts, UI Policies, UI Actions, and workflows, while supporting upgrades and patching, delivering event-driven automation through Flow Designer or workflow orchestration, and leveraging web technologies, system integrations, and CMDB/Discovery capabilities to ensure seamless data integration and optimal platform performance.
- Working with web-based technologies such as HTML, JavaScript, Web Services, XML, API's, Databases (SQL), Security, and System Integrations.
- Demonstrated experience providing high quality systems and change management support.
- Demonstrated understanding of the change management cycle within a systems environment.
- Ability to provide expert advice to stakeholders with respect to business issues of a complex, critical and sensitive nature.
- Experience in data manipulation, extraction, reporting and presentation using ServiceNow Report and Performance Analytics (Dashboard) Modules and Microsoft Excel to at least intermediate skill level.
- A high level of written and verbal communication skills.
- Ability to think analytically and critically regarding proposed system changes and the linkage to business requirements.
- Understanding of ITIL (or equivalent standard) and commitment to the key principles of quality control and assurance.
- Ability to develop and maintain positive working relationships with team members, clients and other stakeholders.
- Possess and promote a commitment to service excellence and the continuous improvement of service standards, tools and processes.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.