



Role Statement

Role title	Senior Manager, Super IT Platforms	Classification	SM/SS1
Branch	Super SA	Type of Appointment	Term
Section	Operations	Position Number	P19762
Approved by	Chief Executive, Super SA	Date	November 2025

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.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to being the most trusted superannuation fund for current and former South Australian public servants. Super SA's long-term success is largely due to the talent and expertise of staff who strive to create an environment that is supportive, safe and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

What this role is responsible for

The Senior Manager, Super IT Platforms is the senior authority for the ownership, governance and integrity of Super SA's superannuation platforms. Operating with limited established frameworks, the role exercises high-level judgement to address complex and high-risk system, vendor and regulatory issues, and is relied upon to ensure platform continuity and technology risk management. This includes:

- Managing the application portfolio within Super SA including the monitoring of critical business system health and maintenance program, Super SA IT asset management, and Super SA software purchasing to meet the needs of the fund.
- Establishing and managing support agreements with Super SA's external software vendors for critical business systems.
- Leading IT service delivery management by establishing and managing clear business-based targets for service levels and ensuring that delivery of services is monitored through the achievement of agreed outcomes.
- Providing leadership of superannuation system support including critical organisation-wide triaging, complex multi-party IT incident resolutions.
- Providing leadership oversight in ensuring business systems continuity, and provision of Level 2 service desk capabilities for Super SA specific applications.
- Working with internal and external stakeholders to provide comprehensive advice to department executives involving performance and service delivery outcomes of Super SA systems.
- Managing the governance and compliance of Super SA IT systems to ensure they comply with government regulations; adherence to DTF IT policies.
- Effectively ensuring IT risk controls are embedded into superannuation systems including managing Super SA IT architecture governance and representative for Super SA IT disaster recovery.
- Managing Super SA's Member and Registry IT Platform Management capability (Technology and Information Security directorate).

Who this role reports to

This role reports directly to the Director of Operations.

Key Relationships/Stakeholders

- DTF Information & Technology leadership including DTF Chief Technology Officer and DTF Director Digital Delivery.

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- Executives, senior leaders, and employees across Super SA and DTF.
 - External superannuation-specific technology providers.
 - Other Government agencies.
 - Other Superannuation funds.
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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:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
 - Some out of hour's 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.
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Essential Expertise

- Relevant tertiary qualifications in information technology, project management, business, or a related discipline
- 5 years' or more experience in leading technology teams.
- Highly skilled in communicating, both verbally and in writing, to a wide range of audiences on a range of sensitive and complex issues.
- Demonstrated passion for driving continuous improvement program to uplift team competency, maturity and delivery capability.
- Experience in insourcing or outsourcing various platform and service functions and creating new business models.
- Act independently, make fair and evidence-based decisions, and apply consistency in practices.
- Demonstrated experience in planning and leading change management initiatives for system implementations, including stakeholder engagement, training, communication, performance support resource development, go-live readiness, and post implementation support.
- Significant experience in successfully working through business process change in public sector and / or financial services organisations.
- Extensive experience in identifying and analysing IT issues, making sound and timely decisions, and taking into account stakeholders' needs and feedback.
- Sound technical knowledge of project management methodologies, preferably from an IT project perspective, and also the project delivery process including risk analysis, stakeholder engagement and IT change management.
- Sound technical knowledge of organisational change management methodologies as they apply to IT projects, and the preparation and delivery tasks associated with such projects.
- 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*.

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- An understanding of and ability to manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable expertise

- RG146 or other superannuation certification.
- Senior regulator (APRA/ASIC) and government relations experience.
- Knowledge of relevant superannuation legislation.

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