



Role Description

Role Title: Technical Operations Manager Classification: AS07	Group: People and Performance, ICT Capability: Advanced
Reports to: Senior Manager, ICT	Direct Reports: Senior Service Desk Officer & Snr Cloud Engineer
Role Purpose The Technical Operations Manager is accountable to the Senior Manager, ICT for leading the delivery of secure, reliable and customer-focused ICT services across the SACE Board. The role provides leadership of Service Desk and Infrastructure operations, ensuring effective service delivery, operational resilience, continuous improvement, risk management and alignment of ICT services with organisational priorities.	
Key Results Area - Lead and manage the Service Desk and Infrastructure teams to deliver reliable, secure and customer-focused ICT services, ensuring agreed service levels and business outcomes are achieved. - Provide leadership, coaching and performance management to build team capability, foster accountability and promote a culture of collaboration, continuous improvement and service excellence. - Lead the operational management and continuous improvement of ICT infrastructure, cloud services and end-user computing environments, ensuring the availability, performance and resilience of systems and associated technologies. - Oversee ICT service management practices, including incident, problem, change and request management processes, to maintain high-quality and responsive ICT services. - Develop and maintain effective relationships with internal stakeholders, government service providers and external vendors, ensuring service commitments are met and opportunities for service improvement are identified and implemented. - Drive automation, innovation and continuous improvement initiatives that enhance service quality, operational efficiency, system reliability and user experience. - Ensure ICT services operate in accordance with security, risk management, compliance and governance requirements, including relevant South Australian Government policies, standards and frameworks. - Lead the evaluation, planning and implementation of technology solutions and infrastructure initiatives, managing risks, dependencies, resources and business impacts to achieve successful outcomes. - Contribute to ICT operational planning, budgeting and resource management, ensuring infrastructure and support services remain sustainable. - Establish and maintain operational standards, procedures, documentation and service frameworks that support consistent, efficient and accountable ICT service delivery. - Identify emerging technologies, trends, risks and opportunities, providing recommendations that support innovation, business continuity and long-term organisational capability. - Provide expert technical and strategic advice to business units and senior leaders on infrastructure, cloud, networking, end-user computing and emerging technologies to support organisational priorities and decision-making.	

Qualifications

- An appropriate tertiary qualification in Information Technology or equivalent experience.

Corporate Responsibilities

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Undertake duties in accordance with the SACE Board delegations, and SACE Board and Government policies, procedures and legislative obligations.
- Maintaining a commitment to equal employment opportunity, inclusion and diversity, and work health and safety.

Special Conditions

- Some out-of-hours work.
- The incumbent works under the SACE Board of South Australia Act 1983.
- Appointment is subject to a satisfactory clearance in accordance with the SACE Board policy.

Technical Capabilities*Essential*

- Demonstrated ability to lead and develop high-performing ICT teams, fostering accountability, collaboration and service excellence.
- Demonstrated experience leading ICT service delivery, operational functions and technology initiatives within complex environments.
- Demonstrated ability to drive continuous improvement, innovation and service optimisation to improve organisational outcomes and user experience.
- Demonstrated experience leading cloud, infrastructure and end-user computing services, including Microsoft 365 and Azure environments.
- Highly developed communication, stakeholder engagement and relationship management skills.
- Demonstrated ability to provide strategic and technical advice, translating complex ICT issues into business-focused outcomes.
- Demonstrated experience in ICT governance, risk management and service management practices.
- Strong organisational, planning and decision-making skills, with the ability to manage competing priorities and deliver outcome

Desirable

- Knowledge of the South Australian Cyber Security Framework.
- Experience working in a government or public sector environment.
- Experience with State Records.

SACE Board Capability Framework ("The Framework")

The SACE Board Capability Framework spans across five (5) levels.

Foundation (ASO1-2)	Intermediate (ASO3-5)	Advanced (ASO6-7)	Expert (ASO8-MAS3)	Architect (Executive)
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This role is at an Advanced level within the Framework. Candidates should refer to Attachment One (1) regarding capabilities and behavioural indicators required for this level.