

Job Title: Manager, Applications & Quality Class: AS08	Group: People & Performance - ICT
Reports to Senior Manager, ICT.	Positions Reporting to this Position  Software Engineer, Applications Lead, Senior QA.
Primary Purpose of Position The Manager, Applications & Quality leads the delivery, support, governance, and quality assurance of the SACE Board's application portfolio. The role is responsible for application lifecycle management, testing strategy, release management, vendor performance, and the leadership of specialist teams to ensure technology solutions are secure, reliable, and aligned with business needs. Through strong stakeholder engagement and continuous improvement, the position enables innovation, maximises system adoption, reduces operational risk, and ensures ICT services effectively support the SACE Board's strategic and operational outcomes.	
Key Accountabilities 1. Lead the strategic planning, governance, and management of the SACE Board's application portfolio, ensuring systems and services align with organisational priorities, support business outcomes, and deliver measurable value to internal and external stakeholders. 2. Provide leadership and management of the Applications & Quality team, including workforce planning, resource allocation, performance management, capability development, succession planning, and fostering a culture of accountability, innovation, and continuous improvement. 3. Oversee the full application lifecycle, including solution design, development, implementation, maintenance, support, enhancement, retirement, and release management, ensuring services remain secure, reliable, and fit for purpose. 4. Establish and lead quality assurance and testing functions, including testing strategies, frameworks, standards, methodologies, and governance processes that ensure consistent quality, minimise operational risk, and support successful system implementation and adoption. 5. Ensure effective environment, release, and change management practices across production and non-production environments, maintaining system integrity, stability, security, and service continuity. 6. Lead vendor and third-party service provider relationships associated with application development, testing, and support services, ensuring contractual obligations, service levels, delivery outcomes, and value-for-money objectives are achieved. 7. Contribute as a member of the ICT leadership team to strategic planning, organisational decision-making, investment prioritisation, governance activities, and cross-functional initiatives, supporting the delivery of the SACE Board's strategic objectives and ICT roadmap. 8. Develop, implement, and continuously improve application management, quality assurance, testing, and service delivery frameworks, policies, standards, and procedures, ensuring alignment with organisational requirements, industry best practice, and relevant legislative and government obligations. 9. Monitor and manage application-related risks, issues, incidents, and performance outcomes, ensuring appropriate controls, remediation activities, reporting mechanisms, and continuous improvement initiatives are in place to maintain service quality, cyber resilience, and organisational capability. 10. Partner with business leaders, product owners, and stakeholders to understand business needs, prioritise initiatives, manage expectations, and deliver application solutions that improve organisational capability, efficiency, and user experience.	

Qualifications • An appropriate tertiary qualification in Information Technology or equivalent qualifications or experience. Corporate Responsibilities • Keeping accurate and complete records of business activities in accordance with the State Records Act 1997. • Maintaining a commitment to equal employment opportunity, inclusion and diversity, and work health and safety.	SACE Board Capability Framework ("The Framework") • The SACE Board Capability Framework spans across five (5) levels: • Intermediate - ASO3-05 • Advanced - ASO6-07 • Expert - ASO8-SM • Architect - Executive • This role is at an Expert level within the Framework. Candidates should refer to Attachment One (1) regarding capabilities and behavioural indicators required for this level.
Special Conditions • Intrastate travel to regional and remote locations; international and interstate travel may be required. • 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 • Significant experience leading teams in enterprise application portfolios and services. • Demonstrated experience governing application lifecycle, quality assurance, testing, and release management practices. • Experience leading complex ICT programs, multidisciplinary teams, and vendor-delivered solutions. • Strong understanding of contemporary application architecture, integration, cloud, and service management practices. • Demonstrated experience implementing ICT governance, risk, compliance, and quality management frameworks. • Proven ability to provide strategic advice on digital enablement, application modernisation, and technology investment. • Experience implementing contemporary quality assurance, test automation, and DevOps practices within the team and wider organisation. Desirable • Experience in managing testing resources working across internal and external SaaS based applications. • Digital transformation experience • Government/regulated environment experience	