

Role

General information

Title:	Manager ICT Operations			Classification:	SS/SM1	
Division:	Corporate Services	Branch:	Information & Communication Technology		Business Unit:	ICT Infrastructure Services
Type of Appointment:	Ongoing	Hours of Duty:	37.5 hrs	Location:	PIRSA Head Office, Adelaide CBD	

About us

South Australia is internationally recognised for the quality of its agriculture, food, and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The Manager ICT Operations leads the delivery and continuous improvement of ICT operational services across PIRSA, including Service Desk, infrastructure, cloud, platform and endpoint services. The role provides strategic leadership of ICT Operations, ensuring services are secure, reliable, customer-focused and aligned with business needs, government requirements and digital transformation objectives. As a member of the Information Services leadership team, the position is responsible for operational service performance, governance, risk, financial management and the leadership, development and performance of ICT Operations staff, vendor partnerships and whole-of-government engagement, while contributing to ICT strategy and organisational change initiatives.

Key Accountabilities

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| <ul style="list-style-type: none"> Lead the delivery and continuous improvement of ICT operational services to ensure secure, reliable and customer-focused outcomes across PIRSA. Provide strategic leadership and management of ICT Operations staff, contractors and service providers, building capability and fostering a high-performing team culture. Provide effective leadership and management of the ICT Operations team, including workforce planning, performance management, coaching, capability development, succession planning and fostering a high-performing, customer-focused culture. Develop and implement operational strategies, frameworks and service management practices that support business continuity, operational resilience and service maturity. Manage ICT Operations budgets, contracts, assets and resources in accordance with government and departmental requirements. | <ul style="list-style-type: none"> Lead operational governance, cyber security, risk management and compliance activities to ensure appropriate controls and service reliability Provide expert advice and recommendations on ICT operational performance, service improvement opportunities and technology initiatives. Develop and maintain productive relationships with business stakeholders, vendors, external agencies and whole-of-government providers to achieve service and strategic outcomes. Contribute to ICT strategy, digital transformation initiatives and whole-of-government ICT activities. |
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Role

Key Deliverables / Results

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| <ul style="list-style-type: none"> • Leadership of the ICT Operations function is effectively delivered, with a capable workforce, sustainable resource model and clear alignment to agency priorities. • ICT operational services, including Service Desk, infrastructure, cloud, platform and endpoint services, consistently achieve agreed service levels and customer expectations. • Critical incidents, service requests, problems and changes are effectively managed to minimise business disruption and support continuous service improvement. • Service performance, customer experience, operational risks and emerging trends are monitored and analysed to support informed decision-making and operational excellence. | <ul style="list-style-type: none"> • ICT budgets, contracts, procurement activities, assets and vendor arrangements are managed effectively and in accordance with legislative, policy and financial requirements. • ICT governance, cyber security, risk management and compliance obligations are effectively maintained to support secure and resilient service delivery • Technology improvements, cloud initiatives, automation opportunities and change programs are successfully implemented to enhance service capability, efficiency and business outcomes. • Strong stakeholder, vendor and whole-of-government relationships are maintained to support collaboration, strategic alignment and effective service delivery outcomes. |
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Relationships

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| <ul style="list-style-type: none"> • Reports to the Chief Information Officer and operates as a member of the ICT leadership team, contributing to strategic planning, decision-making and organisational outcomes. • Provides leadership and direction to ICT Operations employees, contractors and service providers to ensure the effective delivery of operational ICT services. • Partners with PIRSA executives, managers and business representatives to align ICT operational services with business priorities and organisational objectives. | <ul style="list-style-type: none"> • Builds and maintains productive relationships with whole-of-government providers, government agencies, technology vendors and strategic partners to support service delivery and continuous improvement. • Represents PIRSA on relevant whole-of-government ICT committees, forums and cross-agency initiatives. • Works collaboratively with corporate, governance, procurement, finance and cyber security stakeholders to support compliance, risk management and organisational outcomes |
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Requirements

- Possession of a current driver's licence and willingness to drive.
- Out of hours work and inter / intrastate travel may be required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).
- You acknowledge your work, health and safety obligations and our expectations when [applying for a role](#).
- The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies.

Qualifications

- Essential: An appropriate qualification in information systems, computer science or information technology; or certified IT skills qualification from a recognised organisation; or extensive relevant industry experience is required.
- Desirable: Tertiary or post-graduate qualification in business administration, information technology, digital technology, leadership or a related discipline.

Role

Capabilities

Capability	Behaviours
Professional & Technical Knowledge Demonstrates high-level understanding of business technology and its application to organisational infrastructure, operational service delivery, cloud and platform services, cyber security, data protection, governance, risk and compliance. Applies strategic, collaborative decision-making to complex and sensitive ICT settings and maintains current knowledge of technology trends, public sector service delivery and digital transformation.	- Provides authoritative advice across ICT operations, infrastructure, cloud services, service management, cyber security and governance, translating complex technical concepts into clear and practical advice for business stakeholders and executives. - Applies extensive knowledge of cloud technologies, DevOps practices, customer experience, service management, cyber security, risk and compliance to improve operational performance and business outcomes. - Maintains current knowledge of ICT industry trends, emerging technologies, government policy and relevant frameworks to inform strategic planning and decision-making. - Anticipates operational risks, service delivery challenges and improvement opportunities, leading effective solutions that support business continuity, innovation, organisational change and successful project delivery. - Leads, manages and develops a multidisciplinary ICT Operations team, ensuring appropriate capability, performance, accountability and service delivery standards are maintained to support critical business and operational outcomes.
Technology Service Management Managing the provision of technology-based services to meet defined organisational needs. (ITMG Level 6)	- Identifies and manages resources needed for budgeting, estimating, planning, developing and delivering a specified portfolio of technology services and systems. - Engages with and influences stakeholders to ensure that services are developed and managed to meet agreed service levels, security requirements and other quality standards. Plans and manages the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of technology services. - Aligns the contribution of specified systems and services to clearly stated organisational and financial goals and performance targets. Recommends options for sourcing; whether in-house, outsourced, or a combination. - Monitors performance of delivery teams and takes corrective action where necessary and in line with policies.
Service Level Management (SLMO) Agreeing targets for service levels and assessing, monitoring, and managing the delivery of services against the targets. (Level 5)	- Ensures that service delivery meets agreed service levels. - Negotiates service level requirements and agreed service levels with customers. - Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. - Establishes and maintains operational methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.

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Stakeholder and Supplier Relationship Management (RLMT/SUPP) Influencing stakeholder attitudes, decisions, and actions for mutual benefit. (Level 5)	- Builds and maintains effective relationships with stakeholders, suppliers and service providers to support organisational objectives and service outcomes. - Influences and engages stakeholders through clear communication, collaboration and the provision of trusted advice on business and ICT matters. - Manages supplier performance, contractual obligations and service delivery outcomes, proactively addressing issues and identifying opportunities for improvement. - Leverages stakeholder and supplier insights, performance data and market knowledge to inform decision-making, continuous improvement and future service planning.
Consultancy (CNSL) Providing advice and recommendations, based on expertise and experience, to address client needs. (Level 5)	- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. - Identifies, evaluates and recommends options. - Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. - Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

HRMS No:		ANZCO Code:		Objective ID:	
Delegate Approval:	Michelle Griffiths, Executive Director, Corporate Services			Date:	3/9/2026
Approved and Classified by People and Culture:	3 September 2026, Kate Gautier, Senior HR Business Partner				