



ROLE DESCRIPTION

Service Delivery Officer

Role title	Service Delivery Officer	Classification	ASO5
Branch	Office of the Chief Information Officer	Type of Appointment	Ongoing
Section	Government Technology Services	Position Number	P69211
Approved by	Assistant Director, Governance, Policy and Business Operations	Date	Oct 2026

Who we are

At the Department of Treasury and Finance (DTF), we're building a world-class Treasury for South Australia – it's about the people and the impact we create together.

We're South Australia's lead agency for economic, digital and financial policy outcomes. Our work touches every corner of the state, from enabling frontline services to driving digital transformation. And we do it all with one purpose: to make life better for the people who call South Australia home.

What sets us apart



Good people...
who welcome you

Join a team of highly skilled people who are genuinely keen to connect, collaborate and support each other in the pursuit of excellence.



Interesting work...
that challenges you

Apply your skills to meaningful work. Whether you're working on major policy decisions or working behind the scenes, your work here matters.



Serious impact...
that connects you

See your work translated into the infrastructure, services and prosperity of South Australia.

Working for DTF includes

Flexibility and Reach	We actively promote flexible working arrangements and value diversity in the workplace. This role may involve occasional out-of-hours work or travel, offering a unique window into all that's happening across South Australia.
Continuous Growth	You will participate in our Departmental Performance Management Program, designed to support your personal growth and help you build a compelling career.
Broad Exposure	You may be assigned to other positions at the same level, providing multi-disciplinary exposure, a variety of work and professional development opportunities.

About your branch

The Office of the Chief Information Officer (OCIO) enables a more connected and secure government so that South Australian (SA) Government agencies can better serve our community. We do this by leading the SA Government's technology, cyber security, and digital government strategies, as well as developing and delivering resilient and innovative ICT, digital and cyber security services, platforms, and critical infrastructure to SA Government agencies that are accessible, trusted, and secure.

Government Technology Services, in OCIO, provides safe, resilient, and reliable ICT network services and environments, including the Across Government Service Desk, voice services including contact centres, PBX and Teams Voice and SA Government's Core Data Network, connecting agencies with both on premise services as well as external services such as internet, M365, cloud service providers, that enable agencies to support their business-critical services.

What you will do

- Assist with change enablement activities, including logging, updating, and tracking changes through the lifecycle.
- Build and maintain relationships with internal and external stakeholders and identify the communication and relationship needs of stakeholder groups.
- Contribute to a quality across government change enablement function, liaising with Agency change managers, vendors and specialists to record, assess and manage changes in an across-government environment.
- Support the coordination and management of major incidents to assist in restoring services.
- Maintain and update ServiceNow records, including incidents, changes, requests, and configuration data.
- Support the development of ServiceNow applications and modules based on business requirements, create and configure workflows, forms, and business rules to automate and streamline processes.
- Monitor queues and workflows to ensure tasks are progressed and escalated as required.
- Contribute to service performance reporting through accurate data entry and basic analysis.
- Identify and raise issues, risks, or process gaps to support continuous improvement.
- Liaise with internal teams, vendors, and stakeholders to support service delivery activities.
- Follow and apply established policies, procedures, and ITIL-aligned practices.
- Assist in maintaining documentation, knowledge articles, and standard operating procedures.

Working relationships

Key relationships include:

- The Service Delivery Officer reports to the Across Government Service Desk Team Lead.
- Staff across Department of Treasury and Finance
- OCIO Operational Review Meeting (ORM) members.
- Staff and Management within Across Government Service Desk and Office of the Chief Information Officer.

- A range of internal and external stakeholders including SA Government Agencies, non-government organisations and vendors.
- OCIO Service Owners and resolver groups.

Team, budget and reporting responsibilities

Reports to: Across Government Service Desk Team Lead

Direct reports: Nil

Budget: No direct budget

What you bring (essential criteria)

What the role requires:

- Proven ability and experience in contributing to a Service Management function in a diverse organisation and demonstrated ability in applying ITIL Service Management principles and practices including change enablement, incident and major incident management, and Problem management.
- Service Management function in a diverse organisation and demonstrated ability in applying ITIL Service Management principles and practices
- Experience and knowledge in the use and support of IT Service Management tools, specifically ServiceNow.
- Proven experience to communicate and develop reports and related documentation in a clear and concise manner.
- Demonstrated ability to develop new processes, analyse existing processes, and implement improvements.
- Ability in understanding data schema, tables, and relationships within ServiceNow.
- Well-developed written and verbal communication skills and interpersonal skills that foster the establishment of collaborative, cooperative working relationships with a range of stakeholders in a variety of different forums.
- Ability to work independently, as well as collaboratively, exercise suitable levels of judgment and make well informed and timely decisions.
- 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.

Additional capabilities (desirable)

- Nil

Special Conditions

To ensure we remain South Australia's trusted advisor, safeguarding our state's economy and protecting the people we serve, the successful candidate will be required to undergo relevant screening assessments in line with our Employment Screening Policy. These checks ensure we maintain the high standards of a world-class Treasury.

- ☒ Nationally Coordinated Criminal History Check
- ☐ SAPOL
- ☐ Working with Children Check
- ☐ Security Clearance (Baseline, Negative Vetting Level 1, Negative Vetting Level 2, or Positive Vetting)

Other:

- Work within a confidential, commercially orientated and at times politically sensitive environment.
- The State Emergency Management Plan details a requirement for a Control Agency for Cyber Crisis. OCIO personnel will participate in Control Agency responsibilities as required subject to appropriate training and induction.