

IT Service Continuity Manager



Key purpose of the role

Optimisation and transformation of ASX's IT Service Continuity methodologies, tools, techniques, practices, processes and procedures to ensure process control and risk mitigation efforts are productive, and efficient

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Team	Number of reports
Technology Infrastructure	Direct = N/A Indirect = N/A
Manager	Location
Senior Manager, Systems Integration and Critical Situations	Bridge Street, Sydney (Minimum 3 Days) With a hybrid office and work-from-home model
Relationships	Special requirements
Application, and Technical Service Owners Business and Operational Owners Enterprise & Solution Architects Enterprise and IT Risk Management ITSM Management team	Strong Major Incident Management Experience

Your team

You are part of the IT Operations Management team which provides application and technical service owner's guidance on the required processes to manage their services in conjunction with the IT Service Management team. The IT Operations Management Team also feeds into the ASX Delivery Framework to ensure that required standards and obligations are met when delivering or modifying an ASX application or technical service.

You are a practitioner/team member of the Technical Service Owners Community of Practice (CoP), and Technical Infrastructure teams.

Your responsibilities

- Manage major incident scenarios.
- Set and communicate the policies, procedures, and responsibilities involved in IT Service Continuity.
- Manage IT Service Continuity processes relating to ensuring system backups and system restoration testing.
- Manage IT Service Continuity processes relating to pro-active incident scenario planning including planning and executing regular fire drills.
- Responsible for Board, Executive and Senior Management level reporting via data extraction, transformation, analysis and presentation.
- Identify, lead and deliver improvements in the IT Service Ownership framework at ASX.
- Representation of these ITOM processes across the enterprise (including training internal staff).

Your experience and qualifications

- Must have**
- Experience in managing major incidents from a business and customer impact perspective
 - Strong experience in implementing proactive incident recovery procedures including restoration plans.
 - Strong communications and collaboration skills, and the ability to view and explain IT Service Continuity from a stakeholder and customer perspective.
 - Experience in report creation for senior stakeholders.
 - Strong understanding of financial markets particularly in relation to risk and compliance requirements.
 - Strong understanding of IT Service Management (ITSM) and IT Operations Management (ITOM). ITIL or COBIT certifications.
 - Strong understanding of IT related risk management, including 3 lines of defence.
 - Experience in a 24x7 operating environment

ASX values

We put the market first

We stand up for what's right

We achieve more together

We drive positive change

Nice to have

- Experience with the ServiceNow platform
- Results orientated – understands what levers to pull to drive outcomes in highly regulated but changing environment
- Experience with support of mission critical, high transaction volume environments.
- Understanding of governance and management of Enterprise IT in a regulated environment.
- Technical background: Operations / Infrastructure / Application Support.
- Demonstrated capability of critical review to ensure standards are met and continuous improvement opportunities are identified and service acceptance requirements are met.
- Facilitated and/or lead communities of practice workshops focused on the uplift, maturity and optimisation of capability and skills, mindset, ways of working, and transformation/optimisation.

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Skills required for the role

Skill	Skill Indicators & Behaviours
Incident Management - Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.	<ul style="list-style-type: none"> • Develops, maintains and tests incident management procedures in agreement with service owners. • Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution. • Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. • Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement. Analyses metrics and reports on the performance of the incident management process.
IT Continuity Management - Developing, implementing and testing an IT business continuity framework.	<ul style="list-style-type: none"> • Manages the development, implementation and testing of continuity management plans. • Manages the relationship with individuals and teams who have authority for critical business processes and supporting systems. • Evaluates the critical risks and identifies priority areas for improvement. • Tests continuity management plans and procedures to ensure they address exposure to risk and that agreed levels of continuity can be maintained.
Stakeholder Relationship Management – influencing stakeholder attitudes, decisions, and actions for mutual benefit.	<ul style="list-style-type: none"> • Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. • Facilitates open communication and discussion between stakeholders. • Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. • Facilitates business decision-making processes. Captures and disseminates technical and business information.
Methods and Tools - Ensuring methods and tools are adopted and used effectively throughout the organisation.	<ul style="list-style-type: none"> • Provides advice, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards. • Evaluates and selects appropriate methods and tools in line with agreed policies and standards. Contributes to organisational policies, standards, and guidelines for methods and tools. • Implements methods and tools at programme, project and team levels including selection and tailoring in line with agreed standards. • Manages reviews of the benefits and value of methods and tools. Identifies and recommends improvements.
Risk Management - Planning and implementing organisation-wide processes and procedures for the management of risk to the success or integrity of the enterprise.	<ul style="list-style-type: none"> • Carries out risk management activities within a specific function, technical area or project of medium complexity. • Identifies risks and vulnerabilities, assesses their impact and probability, develops mitigation strategies and reports to the business. • Involves specialists and domain experts as necessary.

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