



ITSM Change Process Manager

Sydney, New South Wales, Australia (Hybrid)

ASX: Powering Australia's financial markets

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In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

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We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

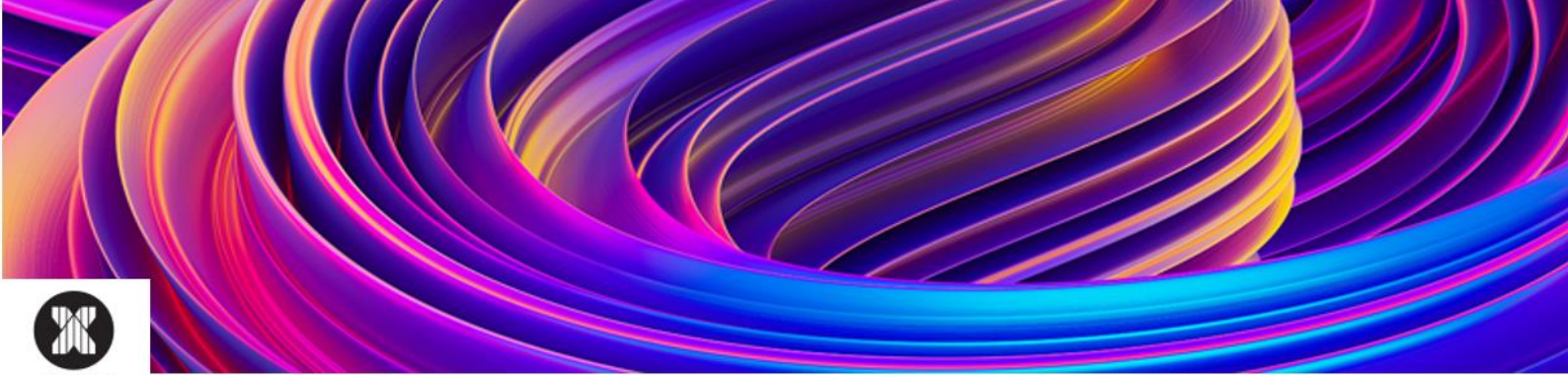
We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee-led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

An exciting opportunity exists for an experienced ITSM Change Process Manager as a critical member of the ASX IT Service Management team to ensure the successful transition of IT projects, improvement, patches, changes and initiatives into the production environment. The IT Service Management team owns and manages the ITSM processes and policies across ASX. The ITSM team provides strategic enterprise wide functions and improvements through:

- Fit-for-purpose ServiceNow platform adoption.
- Appropriate ServiceNow platform operational support & governance models.
- IT service management process maturities.

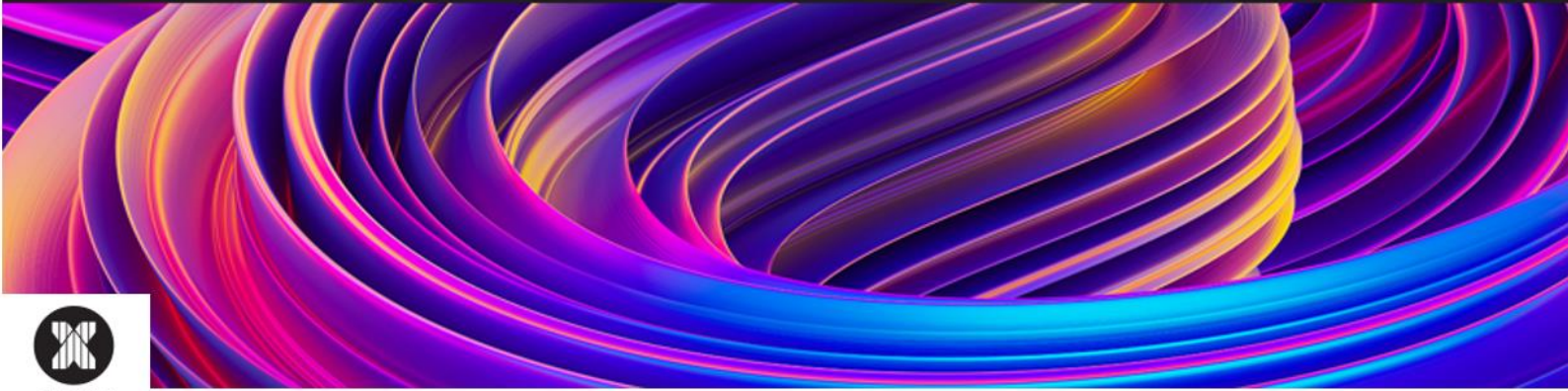


What you will be doing:

- Evaluate risk to integrity of ASX production environment inherent in proposed IT implementations.
- Measure and monitor adherence to ASX change policies and processes and ensures consistent execution of the process across ASX.
- Facilitate the weekly Change Advisory Board and daily approval sessions.
- Participate in external and internal audit reviews; take ownership of all resultant actions/remediation activities.
- Provide and maintain education, knowledge and training to ASX users for Change Management along with the ServiceNow Platform.
- Suggest improvements to organisational processes governing Change Management, and monthly reporting.
- Regular and ad-hoc management, board and regulatory reporting.
- Manage assigned tasks to meet time, cost and quality objectives.
- Conduct post-implementation reviews to assess the success of changes and identify areas for improvement.
- Identify and deliver service improvement opportunities

What you will bring:

- Proven track record as an ITSM change manager in a complex change environment (including relevant ITIL certification).
- Extensive experience managing business and technical stakeholders across diverse reporting lines.
- Exceptional written and verbal communication skills along with exceptional reporting and analysis skills.
- Strong understanding of IT related risk management, including 3 lines of defence model.
- Experience of reporting and communicating to C-level executives.
- Working knowledge of ServiceNow platform.
- Ability to identify maturity uplifts and shepherd improvements to production.
- Strong knowledge of IT service management framework.
- Strong knowledge of risk management.



We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.