

Senior ITSM Configuration Process Manager

Key purpose of the role

This role is responsible for the maintenance of the Configuration Management Database (CMDB) via manual updates, automated discovery, service mapping and integrations. This role will oversee alignment with best practice frameworks such as the Common Service Data Model (CSDM), ITIL and COBIT. This role will assist in driving Continual Process Improvement for ITSM processes through effective collaboration with key stakeholders. The role also serves as a backup to other ITSM Process Owners as required.

Team	Number of reports
IT Service Management	One (1)
Manager	Location
Snr Manager, IT Service Management Owner	Bridge Street, Sydney With a hybrid office and work-from-home model
Relationships	Special requirements
All technology stakeholders from technician to executives Data architecture, business architecture and enterprise architecture	N/A



Your team

An exciting opportunity exists for an experienced Senior ITSM Configuration Process Manager as a critical member of the ASX IT Service Management team to ensure the daily end-to-end delivery of the configuration management system in accordance with the configuration management plan, policy and process.

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.



Your responsibilities

- Responsible for the Configuration Management System and its overall performance and results to enable a trustworthy and automated data source.
- Identify opportunities to enrich the data model and establish and maintain relationships with stakeholders to promote CMDB best practices and foster a culture of data governance.
- Workshop and establish the common services data model in the ServiceNow CMDB to ensure consistent alignment of domains, services, capabilities and portfolios.
- Responsible for ASX configuration identification, control, verification & audit, management & planning, and status accounting & reporting activities. Facilitate CMDB service mapping and discovery capability.
- Engage with strategic projects to ensure configuration management will deliver required functionality within project timeframes.
- Champion the importance and value of configuration management, design and develop new methods and organisational capabilities (including automation) for configuration management to ensure alignment of the CMS with business objectives.
- Facilitate the Configuration Council governance forum.
- Perform configuration management audits as required. Identify and report non-compliance situations.
- Provide expert advice and support to users of the CMDB.
- Identify and deliver service improvement opportunities.



Your experience and qualifications

Must have

- Proven track record as an ITSM configuration manager in a complex IT environment (including relevant ITIL certification).
- Extensive experience managing business and technical stakeholders across diverse reporting lines.
- Facilitated ITSM process development. Preferred experience with improving configuration management maturity on ServiceNow platform including configuration management process, service mapping, discovery, integrations and/or CSDM.
- Strong understanding of IT related risk management, including 3 lines of defence model.
- Technical background: operations / infrastructure / application support or application development.

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

- 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.
- Strong reporting and communication skills.

Skills required for the role

Skill	Skill Indicators & Behaviours
Configuration Management - Planning, identifying, controlling, accounting for and auditing of configuration items (CIs) and their interrelationships	<ul style="list-style-type: none">• Plans the capture and management of CIs and related information• Agrees scope of configuration management processes and the configuration items (CIs) and related information to be controlled• Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation) for configuration management• Contributes to the development of configuration management strategies, policies, standards, and guidelines
Release and deployment - Applying the processes, systems and functions required to make new and changed services and features available for use	<ul style="list-style-type: none">• Assesses and analyses release components for input to release scheduling• Maintains and administers tools and methods for software delivery, deployment and configuration• Maintains release processes and procedures.
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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