

POSITION DESCRIPTION

Position Title:	Service Management Analyst
Business Unit/Department:	Service Management Office (SMO)
Division:	Digital Technology Services (DTS)
Award/Agreement:	VPS Health and Allied, Managers and Administration Officers
Classification:	HS4
Reports To:	Senior Manager, Service Management Office (SMO)
Direct Reports:	N/A
Date Updated:	20 February 2026

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Position Purpose

The Service Management Analyst partners with ITIL practice/process owners and stakeholders across DTS to analyse service management needs and translate them into fit-for-purpose process designs, user stories and measurable service outcomes. The role provides expert guidance on what modern ITSM platforms can support and ensures agreed practices are implemented in ways that are practical, auditable, and aligned to Western Health governance.

Working within and across ITSM Platform, the role configures and improves service catalogue and self-service experiences, workflows, forms, automations, and reporting. While the role may build and operate platform solutions, it is not the process owner for Incident/Problem/Change/Knowledge practices; process ownership sits with the relevant practice owner (or the shared management group where applicable).

The role contributes to continuous improvement by monitoring outcomes such as self-service adoption, data quality and reporting value, and by implementing controlled, peer-reviewed changes through CAB-aligned release practices. The role supports safe adoption of AI-enabled ITSM capabilities (virtual agent, ticket summarisation, classification, and knowledge suggestions) in accordance with Western Health cyber security and privacy policy requirements, including access control, auditability, data minimisation and human oversight.

Business Unit Overview

Western Health's Digital Technology Services (DTS) provides technology services and support that enable safe, reliable clinical and corporate operations.

A well-governed service management capability supports operational resilience, service continuity and compliance with audit, cyber security and privacy obligations in a healthcare environment.

Purpose statement for Digital Technology Services at Western Health:

- Providing a responsive and high level of Service Delivery through proactive and consultative services that are focused on business requirements.
- Establish digital technology as a business enabler by supporting the business environment and rapid business change
- Align business needs and user requirements to ICT value and effectiveness (particular attention to obtaining maximum benefits from ICT investment)

DTS is responsible for ICT infrastructure, software applications, communications (voice, data and wireless) and computing services at Western Health.

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Key Responsibilities

The Service Management Analyst is responsible for:

Practice and Process Advisory (Enablement)

- Work with ITIL practice/process owners (e.g., Incident and Problem Manager; Change/Knowledge/other practices as agreed by the management group) to elicit requirements and define fit-for-purpose processes, controls, roles and measures.
- Capture and map current and future-state workflows; produce clear specifications, user stories and acceptance criteria.
- Provide options and recommendations that balance service outcomes, user experience, platform capability, compliance, and operational supportability.

ITSM Tooling Configuration and Delivery

- Configure and improve workflows, forms, catalogue items, portals, knowledge structures and automation within ITSM tooling (ServiceNow, Freshworks, Cherwell).
- Where required, build upgrade-safe enhancements using supported platform patterns (configuration-first; minimal custom code) and maintain documentation/runbooks.
- Support the controlled rollout of new or changed workflows, including training materials and stakeholder communications.

Service Insight, Reporting and Data Quality

- Define reporting requirements and develop dashboards/metrics that drive action (self-service adoption, request cycle time, data quality, reporting accuracy and value).
- Improve data quality and information models (service catalogue, request/incident fields, knowledge metadata; CMDB attributes where in scope).

Integrations and Service Configuration Data

- Support integrations for identity and customer data (Okta for auth; customer details imported from Active Directory) and coordinate with relevant platform/identity teams.
- Support CMDB and asset/service data inputs from manual and automated sources (Device42, Axonius) and work with stakeholders to improve accuracy and governance.

Governance, Release and Assurance

- Operate within governance requirements for ITSM tooling changes, including CAB processes and peer review, with appropriate evidence (testing, approvals, release notes, back-out steps where required).
- Identify risks, dependencies and control requirements for changes that impact auditability, privacy, cyber security or clinical operations.

AI-Enabled ITSM Capabilities (Responsible Use)

- Implement and maintain AI-enabled capabilities (virtual agent, ticket summarisation, classification and knowledge suggestions) where approved, ensuring compliance with Western Health cyber security and privacy policy requirements.
- Implement guardrails such as data minimisation, access controls, audit trails, content quality controls, and human oversight, document limitations and appropriate use.

Key Working Relationships

Internal:

- Incident and Problem Manager (practice owner)
- DTS Management
- Service Desk and Resolver groups
- Identity / directory services stakeholders (Okta, Active Directory)
- Asset/CMDB stakeholders
- Business stakeholders

External:

- ITSM platform vendors and managed service providers

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- Asset Discovery/CMDB vendors (Device42, Axonius)

Selection Criteria

Qualifications:

- Relevant tertiary qualification and/or equivalent relevant experience in service management, business analysis, process improvement or ITSM.

Essential (STAR/SMART method selection criteria):

- Demonstrated experience working with ITIL practice/process owners to define, document and improve service management workflows and controls.
- Demonstrated ability to translate requirements into implementable platform outcomes (user stories, acceptance criteria, configuration specifications).
- Hands-on experience configuring or administering enterprise ITSM tooling (Cherwell, ServiceNow, etc.) across workflows, service catalogue/self-service and reporting.
- Strong reporting and data analysis skills to produce actionable insight (e.g., self-service adoption, request cycle time, data quality, reporting accuracy/value).
- Experience working with identity and customer data sources (Okta and/or SSO patterns; Active Directory data) and supporting integrations where required.
- Understanding of CMDB/asset data concepts and experience improving data quality from mixed manual/automated sources (e.g., Device42, Axonius).
- Strong documentation and stakeholder communication skills, including training/change support for new or changed processes.
- Demonstrated understanding of cyber security, privacy and audit obligations, and ability to design/implement controls within ITSM tooling.

Desirable (STAR/SMART method selection criteria):

- Experience in healthcare, government, or other regulated environments.
- Experience with CAB, peer review, test evidence and controlled releases for ITSM tooling changes.
- Experience implementing AI-enabled ITSM capabilities (virtual agent, ticket summarisation, classification, knowledge suggestions) with appropriate governance and oversight.
- Experience with scripting, low-code development, integrations (APIs/webhooks) and reporting platforms (e.g., Power BI).

Skills Framework for the Information Age (SFIA)

Business Analyst - BUAN (SFIA skill level 4):

Investigates operational requirements, problems, and improvement opportunities with ITIL practice/process owners and stakeholders. Translates needs into clear process designs, user stories, acceptance criteria and implementable outcomes within the ITSM tooling.

Business Process Improvement - BPRE (SFIA skill level 4-5):

Analyses and improves service management workflows and controls to achieve measurable outcomes (e.g., self-service adoption, request cycle time, data quality and reporting value). Identifies and recommends improvement options that balance user experience, platform capability and governance requirements.

Requirements definition and management - REQM (SFIA skill level 4):

Elicits, documents, and manages requirements and traceability from stakeholder needs through to configured solutions, test evidence and reporting measures. Ensures requirements are clear, testable, and aligned to agreed practice controls.

Relationship management - RLMT (SFIA skill level 4-5):

Builds and maintains effective working relationships across DTS and with vendors/service providers. Facilitates collaboration and shared understanding between practice owners, tool stakeholders, cyber/privacy, and delivery teams.

Data modelling and design - DTAN (SFIA skill level 4):

Defines and improves data structures and quality within the ITSM tooling (catalogue/request fields, knowledge metadata, and CMDB attributes where in scope). Ensures data supports reporting, auditability and consistent process execution.

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Application support - ASUP (SFIA skill level 4):

Supports the ITSM tooling in BAU, including triage and resolution of platform issues, defects and enhancement requests. Maintains runbooks/documentation and contributes to preventative improvements and stable operations.

Service Level Management - SLMO (SFIA skill level 4):

Defines and monitors service measures and dashboards and works with stakeholders to use insight to drive improvement actions. Supports consistent measurement of outcomes and transparency of service performance.

Methods and tools - METL (SFIA skill level 4):

Applies and promotes consistent methods and tooling practices for safe change delivery, including CAB alignment, peer review, and appropriate test evidence. Supports disciplined, auditable configuration and release practices within the role scope.

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: [Click here to enter a date.](#)

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