



About RAA

Proudly South Australian since 1903, RAA has been trusted by members for over 120 years. While best known for road service and insurance, we now help more than 845,000 members with travel, energy, solar and battery solutions, EV charging, and more.

Our purpose is simple - to be **better for members, better for the community**. We advocate for safer roads, invest in sustainability, and help shape a smarter, more connected future for our state.

With 1,100+ employees, RAA is one of SA's most trusted brands - and a place where your work truly makes a difference.

Why Work with us?

Join one of SA's most iconic, community-minded organisations. Enjoy an inclusive culture, flexible ways of working, and meaningful opportunities to grow and contribute.

Here you'll find:

- Diverse career paths across multiple industries
- Great perks and wellbeing programs
- Ongoing learning and leadership development
- A collaborative, purpose-driven environment

Our values guide everything we do



We are member obsessed



We do the right thing



We deliver together



We courageously challenge

About the Job

Job Title:	Service Management Lead
Business Unit:	Information Services
Position Reports to:	Manager, Service Delivery
Direct Reports:	N/A

Why the role exists

The Service Management Lead is responsible for leading and continuously improving RAA's IT Service Management (ITSM) practices, processes, and service performance. The role ensures IT services are delivered effectively and consistently through the implementation and governance of ITIL-aligned practices, while driving operational excellence, service ownership, continual improvement, and customer-focused outcomes. The role also acts as the primary SME for ServiceNow administration and optimisation, ensuring the platform effectively supports service delivery and operational processes.

You will also be required to perform other duties as reasonably directed from time to time.

Key Responsibilities	What Success Looks Like
WHS	- Take personal responsibility for your own safety and that of others, and ensure that your work environment and practices are safe. - Perform your duties in accordance with the RAA Work Health and Safety Policy, and the Injury Management Roles and Responsibilities Procedure specific to your defined level of work.
Service Management Leadership	- Lead and govern core ITIL processes including Incident, Major Incident, Change, Release, Problem, Knowledge, Service Level, Service Catalogue, Service Portfolio, Asset and Configuration Management. - Ensure services are delivered consistently in line with agreed service levels and business expectations. - Coordinate and facilitate Major Incident Management activities, including post-incident reviews, root cause analysis and follow-up improvement actions. - Ensure lessons learned are captured and translated into sustainable process improvements. - Promote service ownership and accountability through a clear service taxonomy. - Drive adoption of ITSM best practices across the organisation. - Prepare and present regular service performance reports, with insights and recommendations to senior management.
ServiceNow Administration & Governance	- Act as the primary administrator for the ServiceNow platform, ensuring reliability, usability and alignment to business requirements. - Capture, assess and prioritise platform enhancement opportunities. - Maintain platform configuration, user access, data integrity, reporting and governance standards. - Partner with stakeholders to optimise ServiceNow functionality and user experience. - Apply ServiceNow best practices while ensuring sustainable platform support, maintenance and risk management. - Support requirements, testing, release activities documentation to ensure enhancements are delivered to specifications.
Continuous Service Improvement	- Identify and implement opportunities to improve service management processes, policies, standards and controls. - Lead initiatives that improve service quality, customer experience and operational efficiency. - Use service metrics and insights to drive continual improvement activities. - Support the governance and continual improvement of IT Asset and Configuration Management practices.

- Ensure asset and configuration data quality supports operational decision-making and service performance.

About You

Your Qualifications

- Tertiary qualification in Information Technology, Business Information Systems or a related discipline (essential).
- ITIL Foundation Certification or higher (highly desirable).
- ServiceNow Administrator Certification (desirable).

Your Experience

- Minimum 3 years' experience in IT Service Management or Service Delivery, including implementing, governing and improving ITIL-based processes.
- Essential: Hands-on ServiceNow Administration in a medium to large enterprise, supporting ITSM processes. This includes user administration, catalogue maintenance, reporting, dashboard development, platform configuration, data governance and continual improvement.
- Experience driving service improvement initiatives and organisational process change.
- Experience producing operational reporting, service performance analysis and executive-level insights.
- Experience gathering business requirements, documenting user stories and supporting platform enhancements.
- Strong stakeholder management experience across technology and business teams.
- Exposure to ServiceNow workflow development, scripting, custom application development or advanced form creation (desirable).
- Experience implementing or optimising AI-enabled ITSM capabilities, such as virtual agents, generative AI features or intelligent automation (desirable).

Your Skills and Knowledge

- Strong knowledge of ITIL and service management best practice, including Incident, Change, Release, Problem, Knowledge, Asset and Configuration Management.
- Solid understanding of Service Desk operations and support practices.
- Advanced ServiceNow administration and platform knowledge.
- Strong analytical, problem-solving and process improvement skills with experience in process mapping and service design.
- Proficiency with service management metrics and performance reporting.
- Excellent written, verbal and presentation skills.
- Strong collaboration and relationship-building skills, with the ability to manage multiple priorities and stakeholders.
- High attention to detail and commitment to service excellence.
- Understanding of AI applications in service management, including responsible use, data quality and governance considerations.
- Curiosity and adaptability, with a willingness to adopt new tools and challenge existing ways of working.

Job Description



Your Capabilities



Job Classification & Approval

Job Level

Instrument	Not Applicable
Job Classification	Salary Non-Award

Approval

Position	Name	Date
Manager	Amy Secomb	
People & Capability	Brigid Boylan	