

Service Delivery Lead

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Company: SOLGM

Location: Rotorua

Category: other-general

A new and exciting leadership opportunity is on offer within our Information Solutions team. Be a part of a team making a difference, where the work you do, matters!

About the Role

The Service Delivery Lead is responsible for the day-to-day Service Desk and Applications Support functions and provides a service improvement focus across the use and support of core IT systems.

This role works closely with members of the Information Solutions team and across the organisation to ensure I.T services are delivered to Council and Council Controlled Organisations (CCO) to the highest standard.

About you

You will have a proven record of accomplishment in leading and guiding a team in a complex organisation, including the ability to set clear accountabilities, expectations, and performance standards while building a supportive and inclusive team culture.

A strong understanding of service delivery and asset management frameworks, as well as the ability to evaluate and respond to complex or contentious operational or service delivery issues is also essential to ensure business risks are minimised.

About us

Rotorua Lakes Council is currently rolling out some exciting IT projects and this is your opportunity to bring your expertise and leadership to the fore. This unique opportunity will provide you with challenging work while operating alongside a cohesive team of dedicated professionals.

We also offer our staff a competitive salary package, fantastic benefits like life insurance, discounts at local retailers and a supportive, flexible working environment.

Te Kaunihera o nga Roto o Rotorua (Rotorua Lakes Council) is committed to working in partnership with Te Arawa, our local iwi. We aspire to being a bicultural organisation and we value staff who speak te reo Maori, have an appreciation of Maori values, and a working knowledge of tikanga Maori.

Apply now to be a part of a collaborative team responsible for adding value to our business through excellent service delivery!

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Permanent Full Time

Job no: TBX010487

Location: Rotorua

Closing Date: Thursday, 10 August 2023

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