Role Description

Agency	**NSW Ombudsman**
Role Title	**Manager, User Services and Support**
Branch/Portfolio/Unit	**Information Technology and AI**
Location	**Sydney CBD**
Classification/Grade/Band	**Clerk Grade 9/10**
Senior Executive Work Level Standards	**NA**
Kind of Employment	**Ongoing or temporary**
ANZSCO Code	**135112**
PCAT Code	**3226866**
Date of Approval	**6 November 2026**
Agency Website	**www.ombo.nsw.gov.au**

Agency overview

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. We strive to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

The Ombudsman has a range of statutory functions. These can be broadly grouped into the following 3 categories, which align with the office's 3 organisational portfolios:

- handling complaints about, and where necessary investigating, the conduct of public authorities and community service providers – primarily the focus of the Complaints and Investigations Portfolio.
- oversighting compliance and performance of certain NSW Government and community sector programs and systems through monitoring, auditing, inquiries, conducting reviews and reporting – primarily the focus of the Systems Oversight and Reviews Portfolio.
- delivering tools, guides and other resources, and providing educational and training services, to support capacity building by public authorities and community service providers – primarily the focus of the People, Performance and Sector Improvement Portfolio.

The People, Performance and Sector Improvement Portfolio is also responsible for the office's strategic, corporate and supporting functions.

Primary purpose of the role

The Manager, User Services and Support is accountable for ensuring NSW Ombudsman staff have the technology and support they need to perform their roles effectively, and for delivering a consistently positive user experience across ICT services. The role leads the day-to-day operation of the service desk and end-user support function, ensuring incidents, service requests and user issues are logged, prioritised and resolved in line with agreed service levels and user needs. The role also plans, implements and delivers new and improved user-focused technology services, and acts as the user advocate within the IT and AI Branch, representing user needs, driving continual service improvement, and partnering with stakeholders to improve usability, adoption and productivity across the organisation.

Key accountabilities

- Lead and develop the team by setting service standards, managing performance, coaching and mentoring staff, and building capability across customer service, troubleshooting and service management practices.
- Lead and coordinate service desk operations to deliver timely, high-quality user support, including effective triage, prioritisation and escalation of incidents and service requests in line with agreed service levels and user needs.
- Oversee support and lifecycle management for end-user technologies and collaboration platforms (e.g., Microsoft 365, Windows, Entra ID, Intune, Teams, identity and device management), ensuring services are reliable, fit-for-purpose, secure, and support effective adoption by users.
- Manage the technology service catalogue ensuring technology services are aligned with NSW Ombudsman user needs, accessible, consistent, measurable and designed around user needs.
- Establish and report on service performance and user experience outcomes, providing clear visibility to ICT leadership and supporting evidence-based prioritisation and resourcing decisions.
- Act as the user advocate for technology services by proactively gathering user feedback and insights, analysing trends and key service metrics to drive continual service improvement across processes, knowledge, automation and user self-service.
- Maintain and improve support documentation, knowledge articles and user guidance to enable consistent resolutions and increase user self-service where appropriate.
- Ensure end-user services and support practices operate in line with cybersecurity, privacy, and information/records management obligations, including appropriate access management, secure configuration, and compliant handling of user information.

Key challenges

- Balancing increasing user demand and competing priorities (incidents, service requests and project-related support) with available budget and resources, while maintaining high service levels and a positive user experience.
- Managing and resolving high-impact incidents and service outages (including after-hours escalation when required), while meeting security standards and providing clear guidance to users with varying levels of technical knowledge.
- Maintaining current support processes, knowledge and documentation in a rapidly changing environment, while reducing recurring issues through continual improvement of tooling, automation and vendor performance.
- Supporting frequent IT and business change (new systems, upgrades, policy and security changes) by ensuring operational readiness, effective user communications and adoption support, without compromising business-as-usual service delivery.

Key relationships

Who	Why
Internal	
Executive & senior leadership	• Provide visibility of service performance, risks and user impacts, including escalations for high-impact incidents and recurring issues • Align support services with organisational priorities, technology roadmaps, and agreed service levels, including business continuity expectations • Seek direction on service priorities, resource needs and improvement opportunities, and ensure stakeholders are kept informed of outages, impacts and planned changes
User Services & Support Team (Service Desk/Desktop Support)	• Set clear expectations, coach and support staff to deliver consistent, high-quality customer service and technical troubleshooting • Maintain operational processes (triage, escalation, knowledge, shift/coverage) and remove blockers to ensure timely resolution of incidents and requests • Support team capability uplift through training, documentation and continuous improvement, including adoption support for new tools and processes
External	

Vendors & service providers	• Coordinate support with vendors for incident resolution, escalations, product defects and service outages • Manage operational service expectations (SLAs/OLAs), warranties and support arrangements to ensure timely restoration and effective handover • Support procurement and contract management inputs by providing operational requirements, service performance feedback and renewal recommendations
Clients/customers	• Provide a single point of contact for ICT support, ensuring users receive timely updates, clear guidance and professional service • Educate and support users to resolve common issues, improve technology adoption, and reduce repeat requests through self-service and knowledge articles • Coordinate support for planned changes (e.g., upgrades, migrations, new applications), including readiness, communications and post-change stabilisation

Role dimensions

Decision making

- Apply professional judgement to prioritise workloads, assign resources and determine escalation pathways for incidents and service requests based on impact, urgency and business risk.
- Make day-to-day operational decisions on support processes, tooling, knowledge management and communications (within agreed standards), escalating major incidents, risks, policy exceptions and resourcing constraints as required.
- Recommend and make operational decisions on how best to meet user needs through improvements to existing services or the introduction of new user-focused technology services (within delegations and security standards), including assessing options, impacts, costs, risks and change/adoption requirements.

Reporting line

This role reports to the Director, Information Technology and AI.

Direct reports

This role typically has 1-3 direct reports within the User Services and Support team. The role may also coordinate vendor resources and provides operational leadership across ICT support processes during business-as-usual and major incidents.

Budget/expenditure

The Manager, User Services and Support may manage an operational budget aligned to delegations (e.g., end-user hardware, software subscriptions, minor services and consumables) and contributes to procurement planning, vendor management and cost optimisation (including licensing and device lifecycle) in accordance with organisational processes.

Essential requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

The occupant of the role is required to have appropriate tertiary qualifications or demonstrated equivalent professional experience.

It is expected that the occupant of the role can demonstrate:

- Proven capability to lead and manage a service desk/end-user support function, including incident and request fulfilment, triage, prioritisation, escalation, and service communications to meet agreed service levels and user needs (aligned to ITIL practices).
- Capability to administer and support end-user technologies in a Microsoft-centric environment (e.g., Microsoft 365, Teams, SharePoint/OneDrive, Exchange Online, Windows, Entra ID, Intune) including troubleshooting, standard configuration and service adoption support. Relevant Microsoft certifications (e.g., Microsoft 365, Modern Desktop/Endpoint) are desirable.

- Sound understanding of ICT service management, governance and risk, including incident, request, problem and change practices; and the ability to meet cyber security, privacy and information/records management obligations. ITIL 4 Foundation (or equivalent) is desirable.
- Capability to act as a user advocate by analysing service performance and customer feedback (e.g., trends, recurring issues, CSAT), undertaking root-cause investigation, and leading continual improvement initiatives across processes, knowledge, automation and self-service.
- Strong leadership, stakeholder engagement and communication skills, leading and developing team capability, and deliver user-focused outcomes within resource constraints.
- Capability to plan and implement changes to user-facing services, including operational readiness, user communications, training/adoption support and stabilisation activities, to ensure successful transition into business-as-usual support.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at The Capability Framework | NSW Public Service Commission.

Capability summary

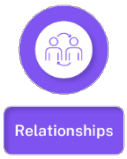
Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability group	**Capability name**	**Level**
	**Display resilience and courage**	**Adept**
	Act with integrity	Intermediate
	Manage self	Adept
	Value diversity and inclusion	Adept
	Communicate effectively	Intermediate
	Commit to customer service	**Advanced**
	Work collaboratively	Intermediate
	Influence and negotiate	Intermediate
	Deliver results	Adept
	Plan and prioritise	Adept
	Think and solve problems	**Advanced**
	Demonstrate accountability	Adept
	Finance	Adept
	Technology	**Advanced**
	Procurement and contract management	Adept
	Project management	Intermediate

	Manage and develop people	Adept
	Inspire direction and purpose	Adept
	Optimise business outcomes	**Adept**
	Manage reform and change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability group/sets	Capability name	Behavioural indicators	Level
	**Display resilience and courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept
	**Commit to customer service** Provide customer-focused services in line with public sector and organisational objectives	• Promote an inclusive, customer-focused culture in your organisation and consider new ways of working to improve customer experience • Ensure that your organisation's systems, processes, policies and programs collect customer feedback and insights, and use these to inform your response to customer needs • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage partnerships within your organisation and across the public, private and community sectors • Communicate with senior stakeholders about key issues and provide expert and influential advice • Consider customers' experience when designing business processes and improving services • Encourage new ideas and creative ways to involve customers in designing business processes and improving services	Advanced

Capability group/sets	Capability name	Behavioural indicators	Level
	**Think and solve problems** Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to reach accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Consider the wider business context when thinking about options to resolve issues • Explore a range of possibilities and creative alternatives to improve systems, processes and business practices • Put systems and processes in place that are supported by high-quality research and analysis • Look for opportunities to design innovative solutions to meet customers' needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
	**Technology** Understand and use available technology to maximise efficiencies and effectiveness	• Promote using creative and accessible technology in your organisation • Actively manage risk to ensure compliance with cyber security and acceptable use of technology, including record keeping, cybersecurity, privacy, and responsible artificial intelligence use • Keep up to date with new technology and technological trends to understand how using them can support business outcomes • Seek advice from appropriate subject matter experts about using technology to achieve business strategies and outcomes • Lead the appropriate use of digital systems, ensuring outputs are aligned with legal, ethical, and organisational standards	Advanced
	**Optimise business outcomes** Manage people and resources effectively to achieve public value	• Initiate and develop longer-term goals and plans to guide the team's work in line with organisational objectives • Consider impacts of industry trends when planning and allocating resources to achieve business outcomes • When planning resources, implement processes that encourage the attraction and retention of people with diverse cultures, backgrounds and experiences • Ensure team members base their decisions on a sound understanding of public sector business and risk management principles • Monitor performance against standards and keep others informed about progress and performance outcomes	Adept