Service management ITIL

Queensland Government IT Graduate Program

## Service management ITIL specialists ensure ICT services meet the needs of the business by focusing on improving the quality of the ICT services delivered. Service management ITIL is not just about solving problems. It’s about identifying the root cause and ensuring the problem does not happen again.

## This means you will have the opportunity to:

* identify opportunities to provide service delivery in a more cost-effective, efficient and secure way
* analyse trends in use and consider requirements to determine future direction
* liaise with clients, vendors and service providers
* provide technical support for a range of information technology environments
* ensure quality management systems procedures are followed.

## The ideal candidate will:

* be able to analyse, identify and recommend improvements to service delivery
* possess good interpersonal and written communication skills
* be able to problem-solve, conceptualise and think creatively
* have attention to detail.

## Examples of technical skills and qualifications

**Knowledge of:**

* ITIL best practice framework and quality management systems procedures
* leading desktop software (e.g. MS Office) and operating systems (Windows)
* local area networks (LAN) and wide area networks (WAN)
* hardware operation/servers
* the internet and internet applications.

**Qualifications:**

* your degree may be in information technology or business.