

ID

LH-05910

Senior Incident Manager

Description

The AEC is seeking an experienced Incident Manager to work within the Chief Information Officer Division.

This is an exciting opportunity to make a significant contribution to the delivery of electoral events and day-to-day operations through an improved maturity of AEC's systems.

Key Duties and Responsibilities

The Incident Manager will be responsible for, but not limited to:

- Developing and maintaining Incident Management frameworks to prioritise IT Incidents based on their impact on the business and the criticality of affected systems.
- Developing and maintaining systems and processes for the early detection of incidents.
- Documenting all aspects of the Incident response process, including triage process, actions taken, decisions made, and outcomes achieved.
- Developing and maintaining incident response plans and procedures that involve identifying potential risks and mitigation strategies.
- Ensuring communication plans are in place and ready for activation to communicate with stakeholders, including senior management, affected users, and IT staff, are provided updates on incident status and resolution progress.
- Conducting post-incident reviews to analyse what happened, why it happened, and how similar incidents can be prevented in the future.
- Updating the knowledge platforms and documentation to facilitate quicker resolution of similar incidents in the future.
- Displaying sound problem solving, analytical, and time management skills.
- Ensuring excellent communication, and ability to collaborate with team members and stakeholders.
- Assisting AEC employees with incidents and service requests within an ITIL framework and undertaking level 1 and 2 desktop support for staff across the AEC as needed.
- Updating internal operating procedures in line with business and executive requirements.
- Perform additional duties or assume responsibility of functions as directed from time to time.

Qualifications

Must be able to obtain Negative Vetting Level 1 security clearance.

Experience**Essential criteria**

- Proven experience working in IT service management or similar role
- Strong knowledge of ITIL frameworks and their relationship with service management

Hiring organization

AEC

Employment Type

Contractor

Beginning of employment

1/7/2026

Duration of employment

12 months with 4 extensions not exceeding 24 months total.

Valid through

17.04.2026

- Excellent relationship building and collaboration skills across a vast array of internal and external teams and stakeholders, and the proven ability to communicate effectively whilst anticipating stakeholder needs and expectations across a geographically dispersed network.
- Ability to work in a fast-paced environment whilst setting priorities and delivering quality results within time constraints.
- Excellent problem solving, analytical and time management skills.
- Proven analytical abilities with the ability to propose and facilitate change and contribute to business improvement strategies.
- Demonstrated ability to manage staff while developing capabilities, encouraging career development and promoting professionalism.
- Demonstrated personal integrity whilst achieving results within legislative and policy parameters.

Desirable criteria

- Relevant qualifications in ITIL and incident management.
- Experience with ServiceNow or similar ITSM toolset