



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P05456

Division: Customer, Data and Technology Group

Classification: SITOC

Business Unit: CIT–ICT, CESB

Location: CIT Bruce Campus

Position Title: Senior Applications Administrator

Last Reviewed: Aug 2026

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city. Digital Canberra leads the implementation of the ACT Digital Strategy and ACT Digital Health Strategy, manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums. Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture, and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

The **Customer, Data and Technology Group** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customer focused the group helps ensure that citizens and businesses benefit from responsive, transparent, and innovative public administration.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,

- service integration and management
- program and project management
- Cyber, risk and governance
- strategic asset management

data and artificial intelligence (AI) including digital records.

BUSINESS UNIT OVERVIEW

Customer Engagement Services Branch (CESB) plays a key role in servicing and supporting the Government Directorates. CESB provides frontline services including the Service Desk and the presence of client facing staff that enables the provision of contextual advice and guidance as well as business system support services which enhance the customer experience.

POSITION OVERVIEW

As a member of the Applications team, the Senior Applications Administrator is required to manage and provide technical support and advice for CIT business applications. The team implements changes to the CIT Student Information Management System (Banner) to meet upgrades and Business as Usual (BAU) requirements and provide strategic direction for the growth and development of the applications.

WHAT YOU WILL DO

1. Resolve escalated technical and functional issues related to Business Applications that are used within the Canberra Institute of Technology, particularly to the Student Information Management System (Banner).
2. Manage and/or undertake the systems administration processes for Business Applications that are used within the Canberra Institute of Technology, particularly to the Student Information Management System (Banner). This includes access and security, auditing, development, modifications, upgrades and integration with external/internal systems.
3. Liaise and negotiate with relevant Directorates in relation to changes or amendments to shared environments.
4. Develop and implement relevant system and process documentation relating to shared production environments and associated processes.
5. Participate in user support/working groups.
6. This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Technical knowledge and demonstrated experience in software development, particularly within Java-based environments, including the Spring Framework, PL/SQL development, and Unix/Linux-based platforms, with the ability to design, develop, test, and support enterprise-grade applications.
2. Technical knowledge and demonstrated experience in the system administration, management and support of business applications including experience in software and tools used to investigate issues, collect performance statistics and create reports.
3. Technical knowledge and demonstrated experience in software integration, including the implementation and support of integration layers, APIs, data flows, and interoperability between business systems.
4. Knowledge of the Information Technology Infrastructure Library (ITIL) framework.

Behavioural Capabilities

1. Ability to manage multiple tasks, prioritise competing deadlines and deliver agreed business outcomes within a team environment.
2. Ability to establish and maintain effective and diverse business partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness and influence.
3. Analytical thinking and problem-solving skills to identify and analyse issues or problems and develop effective solutions in line with the team's objectives and customer's needs.
4. Ability to work autonomously to proactively contribute to the team's effectiveness within a team environment focusing on customer's needs and satisfaction.
5. Well-developed verbal and written communication skills, including a high level of attention to detail and a strong ability to effectively liaise with a range of stakeholders (team members, Directorate stakeholders, technical teams and vendor partners).

Compliance Requirements / Qualifications

1. A current ACT Government CMTEDD issued Personnel Vetting Program certificate (Baseline clearance equivalent) is required for this position, or the ability to obtain and maintain one.
2. Relevant tertiary qualifications are strongly preferred
3. This position does not require a pre-employment medical.
4. Driver's license class C is preferred.
5. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Applications Administrator (position numbers P05456) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally

Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never