ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Corporate Services

Position Title: ICT Systems Administrator

Position Requirements: Nil

Position Number: P52842

Classification: Administrative Services Officer 4 (ASO4)

Location: 2 Constitution Avenue, Canberra City / Ngunnawal Country

Last Reviewed: October 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

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminister style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

The Corporate Services Branch encompasses specialist functions that are essential to the effective delivery of ACT Corrective Services. It is responsible for providing key administrative and strategic support across the organisation, covering the following business areas:

- **Information, Security and Business Solutions**
- **People and Culture**
- **Finance and Business Services**
- **Organisational Capability Unit (OCU)**
- **Strategy, Data and Research (SDR)**

Corporate Services functions work collaboratively across ACTCS to support the Commissioner and the operational areas of the agency, ensuring alignment with strategic priorities and the efficient delivery of services.

Information, Security and Business Solutions Unit (ISBSU): is located within the Corporate Services Division and is responsible for information, Security and communication technology management for ACTCS. ISBSU provides information, security and communication technology support services to all divisions of ACTCS through the oversight of information, security and communication management technology including the Corrective Services Information Management System (CSIMS), records management, and internal and external websites. ISBSU also provides support through the maintenance and management of our safety and security systems and technologies.

ISBSU maintains both an operational and strategic approach to Information and Communications Technology (ICT) providing advice and support across ACTCS for:

- maintenance of the existing business and security systems for effective and efficient Corrections operations;
- development and management of the Corrections ICT Strategic Plan and support Executives in long term ICT roadmap planning;
- identification, planning, coordination and execution of ICT projects;
- ICT procurement activities, including ongoing ICT and security systems support and contract management;
- establish and maintain Corrections ICT governance and change management;
- provide advice on information security;
- deliver ACTCS Intranet and Internet administration;
- engage with other Corrections agencies in Australia and New Zealand for various ICT initiatives and knowledge sharing;
- manage of the agency's relationship with the whole of Government ICT provider, Shared Services ICT (SS-ICT); and
- provide first-line support of the ACTCS desktop environment and telephone via embedded SS-ICT staff.

POSITION OVERVIEW

The ICT Systems Administrator will be responsible for the day-to-day administration and support of various ICT systems used in ACTCS.

WHAT YOU WILL DO

Under the general direction of the Assistant Director, ISBSU, the ICT Systems Administrator will:

1. Develop test cases and test scripts based on design documents and user stories.
2. Execute manual/automated test cases to identify defects, inconsistencies, and usability issues.
3. Collaborate with team members, stakeholders and vendors to understand system requirements and user stories.
4. Assist in reviewing the solution design documents of ACTCS ICT systems.
5. Assist in continuous improvement of ISBSU system administration processes; and
6. Assist with general administration of ACTCS ICT systems.
7. Undertake other duties appropriate to this level of classification, which contribute to the effective and efficient operation of the section.
8. Maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Knowledge of System Development Life Cycle including software testing principles, methodologies, and best practices.
2. Familiarity with manual testing techniques and tools.
3. Strong analytical and problem-solving skills.

Behavioural Capabilities

1. Approach your work with a view of the bigger picture and the commitment to a whole of government solution that meets customer and Directorate needs.
2. Effective written and verbal communication.
3. Attention to detail and excellent organisational skills.

Compliance Requirements/Qualifications

1. Diploma / Certifications in computer science highly desirable.
2. This position requires a pre-employment medical.
3. The successful candidate may be required to undergo a National Polick check.
4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **ICT System Administrator (P52842*)*** 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	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
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)	Frequently
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	Occasionally
Lifting 10kg+	Occasionally

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	Occasionally
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

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