



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P14574

Division: Digital, Data and Technology Solutions

Classification: ITO1

Business Unit: Customer Engagement Services Branch

Location: Winyu House, Gungahlin ACT

Position Title: Hardware Refresh Officer

Last Reviewed: 1 August 2024

Position Requirements: Current Baseline security clearance or ability to obtain and hold a baseline security clearance is mandatory.

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

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for providing financial, ICT and certain HR support services across Government. The Director-General of CMTEDD is also the Head of Service.

DIVISION OVERVIEW

The Digital, Data and Technology Solutions (DDTS) Group is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. The Group is led by the Chief Digital Officer and provides technical, tactical, and transactional support for whole of government ICT.

The Group ensures alignment of government ICT and digital priorities and initiatives across the ACT Government. It has responsibility for:

- guiding the future direction of ACT Government business operations, including service delivery to the ACT community;
- strategic direction, policy and standards for whole of government ICT;

- improving whole of government ICT investment management;
- integration of ACT Government services to make it more convenient for citizens and businesses to connect and do business with the government;
- driving the use of data to inform evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in the ACTPS;
- delivering end user services for all ACT government directorates and agencies;
- managing and maintaining several whole of government business systems, and maintaining technology infrastructure;
- undertaking research and analysis to support strategic policy advice on current and emerging ICT and digital policy issues and initiatives; and
- shaping and sponsoring the development of digital capability at a whole of government level.

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

This position resides in the Customer Engagement Services Branch [CESB] which is a large branch within DDTS and plays a key role in servicing and supporting the Government Directorates. The presence of client facing staff in the Service Assurance Team enables the provision of contextual advice and guidance as well as business system support services which enhances the customer experience.

The purpose of this position is to support the achievement of the DDTS objectives and the Service

Level Agreement through the delivery of quality customer services and ICT solutions. The Hardware Refresh Officer role will be responsible for the co-ordination and assistance in the life-cycle management of ICT hardware across all ACT Government's Directorates.

WHAT YOU WILL DO

1. Co-ordinate and manage the installation of hardware, software, and the deployment of applications across the CIT, Education and ACT Government Domain.
2. Manage the deployment of Software and Business Applications to hardware and provide Quality Assurance testing.
3. Assist in asset audits, moves and replacements whilst maintaining relationships with users, technical staff, and customers.
4. Action day to day activities for the Refresh Team in Service Now, maintain accurate records and follow processes to complete requests and incidents in a timely manner and in accordance with our Service Level Agreements.
5. 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.

Behavioural Capabilities

1. Ability to work independently and collaboratively as part of a small team
2. Commitment to high quality customer service principles and practices; embedding processes within service provision that support the notion of partnership, ease of access and a positive customer experience.
3. Build and maintain effective stakeholder relationships at all levels
4. Ability to initiate action in a systematic, methodical way to drive positive outcomes.
5. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse ICT environment.
6. Advanced analytical thinking and problem-solving skills to resolve immediate problems for customers, but also proactively put solutions in place to prevent issues from reoccurring where possible.

Compliance Requirements / Qualifications

1. An ACT Government CMTEDD Baseline clearance is required for this position.
2. This position does not require a pre-employment medical.
3. Driver's licence C class is essential
4. 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 Refresh Manager (position number P31918) 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	Never
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	Never
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	Never
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	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Frequently
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