

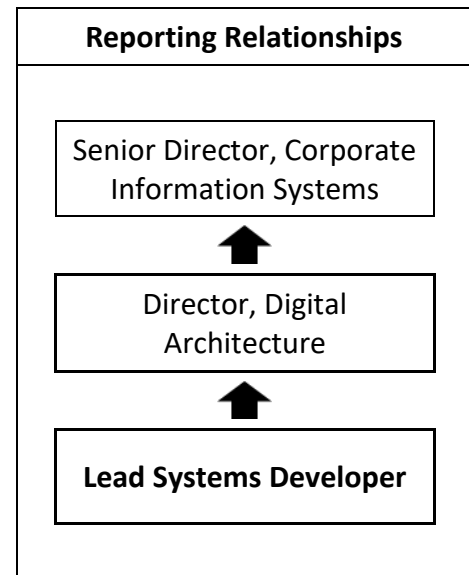


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Corporate and Strategic Services
Section	Corporate Information Systems
Position Title	Lead Systems Developer
Position Number	P71387
Classification	Senior Information Technology Officer Grade B (SITOGB)
Location	Canberra City
Last Reviewed	May 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.

The ACTPS supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

The ACTPS is committed to the principles of Reasonable Adjustment to ensure everyone has equitable employment opportunities.

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 supports 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

BUSINESS UNIT OVERVIEW

The ACT Courts and Tribunal (**ACTCT**) supports the proper administration of justice by providing high quality support to judicial officers and tribunal members and high-quality services to those using the courts and tribunal. It provides the Supreme Court, Magistrates Court and ACT Civil and Administrative Tribunal (**ACAT**) with registry, court support, forensic, corporate and strategic services.

The ACTCT is led by the Chief Executive Officer (CEO) appointed under the *Court Procedures Act 2004* and has the following business areas:

- Executive
- Registrar Supreme Court (including Supreme Court Registry Operations and Sheriff's Office)
- Registrar Magistrates Court (including Magistrates Court Registry Operations and the Forensic Medicine Centre)
- Registrar ACAT (including ACAT Registry Operations)
- Corporate and Strategic Services.

NOTE: The nature of the organisation is such that staff may be exposed to occupational violence, vicarious trauma, sensitive material or information that may be confronting and culturally sensitive. ACTCT provides support services and training to assist staff in being culturally aware, resilient and safe in the workplace.

BRANCH OVERVIEW

The Corporate and Strategic Services branch is responsible for delivering a range of corporate and strategic services that support the operations of each Court and ACAT.

Corporate and Strategic Services consists of the following areas:

- Corporate Information Systems
- Finance
- People and Governance
- Property and Contracts
- Therapeutic and Client Services

Corporate Information Systems:

The Corporate Information Systems (CIS) team supports ACTCT in four core domains:

- **Digital solutions and transformation:** Design, deliver, and operate technology solutions; manage projects and releases; drive process improvement and user adoption.
- **Cybersecurity and information security:** Implement and monitor security controls; manage risk, compliance, and audit readiness; support protective security practices.
- **Data analytics, reporting, and governance:** Curate and govern data assets; deliver insights and reporting; plan and steward data quality and lineage; support strategic planning.
- **Library and information services:** Provide access to legal and research resources; manage collections and knowledge services to support judicial and operational work.

CIS offers expert **enterprise architecture** and **digital strategy** advice, aligning platforms, data, and security to ACTCT's priorities so technology-driven initiatives are delivered safely, reliably, and with measurable value.

POSITION OVERVIEW

The Lead Systems Developer provides senior technical leadership, hands-on development capability and operational support for business-critical systems that underpin ACTCT's digital operations.

The primary focus of the role is to lead the development, maintenance, support and progressive improvement of a legacy enterprise system built on Microsoft .NET and supported by relational databases, integrations and associated operational processes. The role is responsible for sustaining the system in a secure, reliable and maintainable state while supporting business continuity, defect remediation, enhancements and transition planning.

A key early priority of the role will be to receive, validate, document and operationalise knowledge transferred from the system vendor during a time-limited knowledge-transfer period. This includes building ACTCT's internal capability to understand the system architecture, source code, database design, integrations, deployment processes, support procedures, known issues and technical risks.

Working under limited direction, the Lead Systems Developer translates business and operational requirements into practical technical solutions, undertakes complex development and troubleshooting activities, and provides authoritative technical advice on system sustainment, risk reduction, maintainability and future modernisation options.

The role works closely with internal business areas, vendors, Digital Canberra, infrastructure, database, identity, cybersecurity and service-management teams to ensure supported applications remain reliable, secure and fit for purpose.

Flexible Working/Hybrid Options: Opportunities for flexible working options could include hybrid working, being a combination of working from home, designated office based and FlexiSpace working locations across the ACT and flexible start and finish times.

WHAT YOU WILL DO

Under the limited direction of the Director, Digital Architecture, the Lead Systems Developer will:

1. Lead hands-on development, maintenance, troubleshooting and enhancement of a legacy .NET system and associated application components.
2. Undertake software development using Microsoft .NET technologies, including C#, .NET/.NET Core, rich-client components, application services, APIs, batch processes and related frameworks.
3. Develop, maintain and troubleshoot database components, including SQL scripts, stored procedures, views, functions, reporting datasets, data integrity issues, performance issues and database release artefacts.
4. Develop, maintain and support system integrations, including APIs, service interfaces, scheduled jobs, batch processes, file or data exchanges, integration error handling and cross-system dependencies.
5. Participate in vendor knowledge-transfer activities by reviewing source code, technical artefacts, configuration, deployment processes, known defects, support procedures and operational workarounds, and by validating this knowledge through hands-on development and support tasks.
6. Prepare and maintain practical technical documentation, including code-level documentation, build and deployment notes, environment configuration, troubleshooting guides, support procedures, runbooks and developer handover material.
7. Implement approved design decisions and technical changes in line with architecture direction, coding standards, security requirements, testing expectations and release-management practices.
8. Diagnose and resolve complex production issues, including application defects, database problems, integration failures, performance issues, configuration errors and incidents involving multiple technical teams.
9. Support safe and controlled releases through source control, branching, peer review, build and deployment practices, test evidence, change records and release documentation using Azure DevOps or equivalent tooling.
10. Contribute to internal capability by mentoring other team members, sharing system knowledge, participating in peer reviews and helping establish repeatable development, support and maintenance practices.
11. Undertake other reasonable duties consistent with the scope and classification of the position, as directed.
12. This position **does not** involve direct supervision of staff.

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. Demonstrated senior experience designing, developing, maintaining and supporting enterprise applications using Microsoft .NET technologies, including contemporary .NET/.NET Core, C#, ASP.NET, Web APIs and related application frameworks.
2. Demonstrated experience maintaining and enhancing legacy or complex business-critical systems, including the ability to understand existing codebases, diagnose defects, manage technical debt, improve reliability and implement changes without disrupting business operations.
3. Demonstrated experience in relational database and integration development, including SQL development, stored procedures, views, functions, reporting datasets, data integrity, performance troubleshooting, APIs, service interfaces, batch processes, scheduled jobs and data exchanges.
4. Demonstrated experience applying contemporary software development and support practices, including Git-based source control, branching, peer review, build and deployment practices, testing, release support, Azure DevOps or equivalent tooling, secure configuration, logging and monitoring.
5. Demonstrated ability to participate in vendor knowledge-transfer activities and operationalise transferred knowledge through source-code review, technical artefact review, documentation uplift, troubleshooting, release support and establishment of repeatable internal support practices.

Behavioural Capabilities

1. Demonstrated ability to work under limited direction and within set technical directions, exercising sound judgement, managing competing priorities and delivering reliable outcomes in a complex operational and vendor-transition environment.
2. Demonstrated communication and stakeholder engagement skills, including the ability to explain technical issues clearly to business users, ICT teams, vendors, service providers and senior technical stakeholders.
3. Demonstrated ability to identify and escalate technical risks, implementation issues, documentation gaps, supportability concerns and operational dependencies to inform sustainment, transition and modernisation planning.
4. Demonstrated commitment to high-quality, client-focused service delivery, including responsiveness, accountability, attention to detail, professionalism and a proactive approach to stabilising and improving critical business systems.
5. Demonstrated ability to model and uphold the ACTPS values, including by working constructively with others, sharing knowledge, acting ethically and contributing to a positive, inclusive and high-performing team culture.

Compliance Requirements/Qualifications

1. Relevant tertiary qualifications in information technology, software engineering, computer science or a related discipline are desirable.

2. Current or recent Microsoft certifications relevant to application development, .NET development, database development, DevOps, Azure development or secure software delivery are desirable.
3. Knowledge of IT service management, change management, release management and application support practices, such as ITIL or equivalent operational frameworks, is desirable.
4. To be eligible for permanent or temporary employment within the ACT Public Service 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.
6. The successful candidate will be required to undergo a National Criminal History check.
7. This position **does not** require a Working with Vulnerable People registration.
8. This position **does not** require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Lead Systems Developer (P71387)** 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	Occasionally

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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
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)	Occasionally
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+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

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