

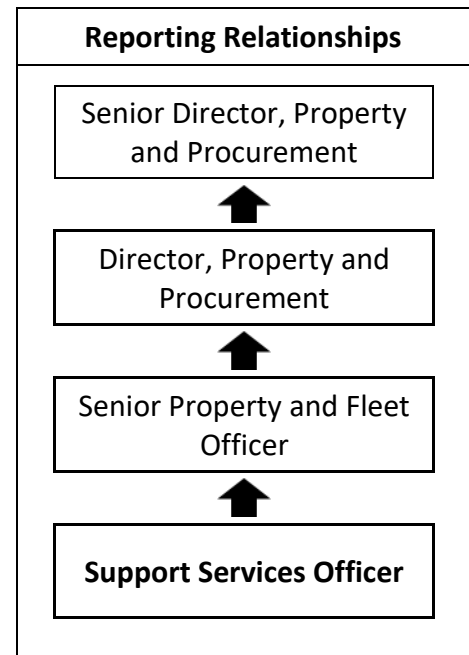


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit	ACT Courts and Tribunal
Branch	Corporate and Strategic Services
Section	Property and Procurement
Position Number	P61466
Position Title	Services Support Officer
Classification	Administrative Services Officer 4 (ASO4)
Location	Canberra City
Last Reviewed	August 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 | • Minister for Police, Fire and Emergency Services |
| • Attorney-General | • Minister for Corrections |
| • Manager of Government Business | • Minister for Women |
| • Minister for Gaming Reform | • Minister for Prevention of Family and Domestic Violence |
| • Minister for City and Government Services | • Minister for Human Rights |
| • Minister for Night-Time Economy | |

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 branches 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 (FMC)
- 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 Procurement
- Therapeutic and Client Services

Property and Procurement:

The Property and Procurement Team supports the operations of the ACT Law Courts, ACAT and FMC through the provision of infrastructure planning, property management, contract management and procurement support.

The Team is primarily responsible for managing the Public Private, Partnership (PPP) Contract for the ACT Law Courts and ACAT and preventative maintenance arrangements for the FMC and maintaining the buildings and primary services support that keep the organisations functioning.

The team also provides strategic infrastructure, procurement and contract management support to the Executive for all services across ACTCT, as well as management of the specialised capital works requirements of the organisation. ICT Asset Management and Fleet Services also fall within the team's core functions.

POSITION OVERVIEW

The Services Support Officer role supports the delivery of efficient Court and Tribunal processes by providing onsite support to the Judiciary, ACAT Members and other staff in coordinating ICT equipment asset management, troubleshooting, and escalation of requests with partner service providers such as the PPP arrangements or Digital Data and Technology Solutions helpdesk services.

The position will also lead the training and support of technology use and integration in the Court and Tribunal settings in conjunction with the private provider to ensure the effective uptake and utilisation of new technology and its integration with existing procedures.

As such, the person needs to be customer oriented and focused, with strong coordination and liaison skills and be familiar with communications and technologies that are deployed within the courts and tribunal. The role will need to develop strong relationships with partnered service providers and display a 'can do' attitude, whilst also helping staff access appropriate service support via the correct channels. Experience with developing and implementing training programs will be highly regarded.

Note: Due to the operational requirements of the role, hybrid working arrangements are not suitable for this position.

WHAT YOU WILL DO

Under the general direction of the Director Property and Contracts and the Senior Property and Fleet Officer, the Support Services Officer will:

1. Assist and provide support with lifecycle management of ACTCT ICT assets, including facilitating repair, replacement and upgrades as required.
2. Work as a team member, assisting to ensure that the quality of service delivered to clients meets or exceeds expectations as well as liaising with both internal and external stakeholders.
3. Assist in the initial support, maintenance and fault diagnosis of business application systems, and support staff by coordinating, actioning and monitoring ICT service requests and obtaining resolution within the timeframes required by the Courts.
4. Undertake routine reporting requirements, including audits of ICT and voice services equipment and updating asset statuses as required.
5. Develop and implement practical processes and training regimes on the integration of technology in its practical application in Court and Tribunal settings.
6. Provide facilities management support for each site including relocations, equipment supply, and any other requirements are met.
7. Facilitate building access requests or other building service requests as required.
8. Facilitating fleet servicing requests (i.e. driving vehicles to/from service centre).
9. This position **does not** involve the 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. Ability to provide client services in a complex environment such as the courts and tribunal.
2. Experience in providing ICT Asset Management or ICT Support services environment.

Behavioural Capabilities

3. Well-developed customer service skills and the ability to liaise and negotiate with and provide advice to a range of stakeholders.
4. Build effective professional relationships, in order to work collaboratively and provide a high-quality service in line with the team's objectives and customer needs.
5. Ability to work with limited supervision and as part of a team, use initiative, determine priorities and work closely with management, staff and service providers to ensure services are functioning effectively.

Compliance Requirements/Qualifications

6. Experience or qualifications in training or process development is highly desirable.
7. Driver's licence C is essential.
8. Experience in, or the ability to acquire skills in computer programs and applications including Microsoft Office suite, Adobe Professional, Records Management, and SharePoint.
9. 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.

10. 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.
11. The successful candidate will be required to undergo a National Criminal History check.
12. This position does not require a Working with Vulnerable People registration.
13. This position does require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Services Support Officer (P61466)** 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	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

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

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

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