POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Digital Health Group

Business Unit: Digital Solution Support

Position Title: IT Service Information Support Officer

Position Number: P72240

Classification: ITO2

Location: 2-6 Bowes St, Phillip

Last Reviewed: 25/09/2026

Position Requirements:

AGSVA Negative Vetting 1 (NV1) level = Position of Trust (PoT)
The successful applicant must be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Negative Vetting 1 (NV1) level as an eligibility qualification. If AGSVA screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

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

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the Digital Health Strategy
- management of technology services and projects

- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures
- information management
- protective security.

BUSINESS UNIT OVERVIEW

Technology Operations

The Technology Operations Branch is responsible for the delivery and operation of technology services to Canberra Health Services and Health and Community Services Directorate, our patients, stakeholders, and partners. We are also together with outsourced service providers responsible for managing, the Health Enclave which hosts digital health systems in the ACT. Our services cater to all types of health-related technology including patient monitoring equipment, clinical business applications and critical communications and infrastructure.

POSITION OVERVIEW

The IT Service Management Support Officer role contributes to the day-to-day activities performed by the IT Service Management team in providing a service to stakeholders from Health and Community Services and Canberra Health Services.

The position will be required to engage in continual problem solving, manage issues and have multi-tasking skills, and demonstrate an agile approach to meet the changing needs of clients.

When required, the position will be required to provide support outside of usual business hours for emergency or urgent issues. This will be using either on-call or emergency overtime arrangements.

WHAT YOU WILL DO

Under the broad direction of the hub's Director, you will:

- Provide support to the day-to-day operations of the IT Service Management functions including Change Management, Incident and Problem Management, Service Transition, Knowledge Management and Asset Management.
- Contribute to organisational compliance, performance, and improvement of individual IT Service Management / ITIL processes.
- Develop and maintain standard user documentation (e.g. procedures, FAQs, guidelines).
- Provide guidance and training to achieve a high level of understanding and compliance.
- Assist with secretariat duties for relevant governance committees.
- Assist with the creation and distribution of communication items for Incident Management and Change related events.
- Manage relationships and processes between the team, health service stakeholders and other relevant stakeholders in relation to policies, procedures and support**.**
- Contribute to and manage small ICT projects and work packages in relation to IT Service Management processes.
- Undertake other duties appropriate to this level of classification which contribute to the operation of the Division.

WHAT YOU REQUIRE

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

1. Proven experience in IT Service Management for Health ICT systems in large, complex environments.
2. Demonstrated knowledge in incident management, change management and service transition.
3. Superior problem solving, time management and organisational skills including the capacity to successfully manage competing priorities.
4. Demonstrate excellent interpersonal and written communication skills, in particular; the ability to communicate technical and business ideas clearly to a variety of stakeholders; and the ability to develop and maintain relevant technical documentation.
5. Proven ability to lead a team to deliver high quality outputs and results under pressure.
6. Demonstrated commitment to Work, Health and Safety (WH&S) and displays behaviours that are consistent with Digital Canberra, Digital Health Groups values of Respect, Collaboration, Integrity, and Innovation.

Selection Criteria

1. Proven experience in the management and support of ICT systems in large, complex environments.
2. Demonstrated knowledge in IT Service Management functions.
3. Highly developed problem solving, time management and organisational skills including the capacity to successfully manage competing priorities.
4. Proven interpersonal and written communication skills, in particular; the ability to communicate technical and business ideas clearly to a variety of stakeholders; and the ability to develop and maintain relevant technical documentation.
5. Demonstrated ability to work collaboratively within a team environment and take initiative to influence and guide others to achieve high-quality outcomes under pressure.
6. Demonstrated commitment to Work, Health and Safety (WH&S) and displays behavioursthat are consistent with ACT Health's values of Respect, Collaboration, Integrity, and Innovation.

Behavioural Capabilities

1. High level interpersonal and communication skills, with the demonstrated ability in establishing and maintaining productive and collaborative internal and external working relationships.
2. Displays a collaborative working style with strong writing and organisational skills with a high degree of initiative and drive.
3. Adapts to and accommodates change and provides responsive services to meet client and consumer needs.

Compliance Requirements

1. Qualifications in ITIL or experience working in an ITIL environment would be an advantage but not essential.
2. Experience in the support and management of Health IT applications.

3. The successful applicant must be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Negative

Vetting 1 (NV1) level as an eligibility qualification. If AGSVA screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.