



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P36915

Division: Digital Health Group

Classification: Senior Information Technology Officer Grade B

Business Unit: Digital Solutions Support

Location: 2-6 Bowes St, Phillip ACT 2606

Position Title: Director, IT Service Management

Last Reviewed: 18/06/2026

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 demonstrate the related [signature behaviours](#).

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.

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 Director role undertakes the management and leadership of a team and individuals that provide day to day IT Service management functions to stakeholders from ACT Health, Canberra Health Services and Calvary Public Hospital Bruce.

The candidate will have strong leadership skills and the ability to motivate and inspire a team of technical and non-technical resources. The position will be required to engage in continual problem solving, think strategically, manage complex and sensitive issues, have outstanding 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 Senior Director, the Director will:

- Provide leadership and oversee procedures and compliance of IT Service Management functions including Change Management, Incident and Problem Management, Service Transition, Knowledge Management and Asset Management.
- Provide leadership in the 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.
- Optimise service management toolsets to standardise and automate the processes as much as possible.
- Measure and report process outcomes and performance against the defined metrics.

- Manage relationships and processes between the team, health service stakeholders and other relevant stakeholders in relation to policies, procedures and support as agreed by the ACT Health.
- Plan, direct and co-ordinate a number of small ICT projects in relation to IT Service Management processes
- Provide compliance activity associated with relevant change governance boards.
- Lead or participate in relevant Digital Solutions Division related continuous improvement activities, policy development and reviews.
- 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.

Selection Criteria

1. Demonstrated leadership in the provision of IT Service Management functions including Change Management, Incident and Problem Management, Service Transition, Knowledge Management and Asset Management.
2. Demonstrated experience in leading and motivating a team of diverse staff to provide quality support of IT Service Management functions.
3. Demonstrated superior written and verbal communication skills and the ability to relay technical concepts to a broad range of stakeholders.
4. Demonstrated high level liaison skills and experience in dealing with service providers including ICT vendors, clinicians, senior staff and other key stakeholders.

Behavioural Capabilities

1. Strong leadership skills and ability to motivate and inspire others to work together as a team with a sense of shared purpose to achieve objectives with integrity
2. Conceptual and analytical skills with an ability to think strategically
3. Display behaviours that are consistent with the ACTPS values of Respect, Integrity, Collaboration and Innovation.

Compliance Requirements/Qualifications

1. 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..
2. Be available to work on an out-of-hours roster to support the 24/7 critical nature of the Health systems' environment.

Professional / Technical Skills and Knowledge

1. Knowledge of the clinical and or administrative systems currently used by ACT Health would be an advantage but is not essential.
2. Qualifications in ITIL or experience working in an ITIL environment would be an advantage but not essential