



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P51814

Division: Planning Design and Digital

Classification: ASO6

Business Unit: ACT Digital

Location: Hybrid working arrangements (220 London Circuit Canberra City, Winyu House Gungahlin and work from home)

Position Title: Senior System and Customer Support Officer

Last Reviewed: April 2026

Position Requirements:

Note: 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 Baseline 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 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

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

ACT Digital

The ACT Digital Program aims to simplify and enhance digital service delivery for the citizens and businesses of Canberra and the greater ACT region, reducing the need for physical visits and complex website navigation. The program supports various transformation projects across the government, addressing people, process and technology aspects of change.

The ACT government is driving a progressive agenda to firmly place Canberra as an even more attractive city to live, work, study, do business and invest in. Central to this ambition is for Canberra to be the city that gives you back time, where interactions with government are quick, seamless and secure for all citizens and businesses. This means services that are easy and safe for the citizen, truly digital – simply accessible anywhere, anytime, any device – and which leave no-one behind.

We have a whole-of-government remit, supporting the successful implementation of a suite of transformation projects across ACT government which traverse people, process and technology change.

As part of our remit, we:

- Maintain the whole of government digital services platform and ACT Digital Account, including citizen identity verification capability.
- Develop and support Government Critical Applications including the ACT Transport Licencing and Registration system (rego.act)
- Deliver ACT Government services through a contemporary, seamless digital experience.
- Partner with our Directorate colleagues to design and transform services to meet the needs of citizens.
- Facilitate and embed end to end design thinking where the user experience is central and;
- Provide strategic direction, policy and advice on digital identity verification, including supporting the National Data and Digital agenda, and Driving the ACT Government's Digital Strategy.

POSITION OVERVIEW

The ACT Digital embraces the latest Cloud technology to deliver high quality citizen-facing digital services. The whole of government digital services platform and ACT Digital Account uses

Salesforce Platform as a Service (PaaS), a proven model for running applications without maintaining on-premises hardware and software infrastructure. The position works closely with a team of System Integrators to learn and build capability in configuring and administering the ACT Digital Account and associated services.

The position is also required to perform troubleshooting tasks and provide frontline customer assistance to citizens, external stakeholders and directorate back-end users.

WHAT YOU WILL DO

The Senior System and Customer Support Officer, under general direction will:

- Manage the day-to-day general operation of the ACT Digital Account and whole of government digital services (Salesforce) platform. This includes assisting with release activities, monitoring and managing security aspects of the platform, undertaking and documenting Post Incident Reviews, and providing oversight of data backups.
- Provide frontline support for citizens and directorates in their use of the digital account, digital services platform and citizen facing services, escalating complex requests as necessary. This includes undertaking regular system health checks to ensure the citizen experience is not compromised.
- Assist in the management of the operational backlog, provide oversight and management of license arrangements and utilisation, perform testing activities as required, oversee data and records management compliance, and create reports, dashboards, analytics and statistics for internal and external stakeholders.
- Contribute to designing and determining system and service requirements, staff training, communication and maintaining supporting documentation such as Standard Operating Procedures, Business Continuity and Disaster Recovery Plans and the Crisis Management Plan.
- Work collaboratively and participate in action learning approaches in a continuous improvement environment.

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. Broad technical knowledge and proven experience in providing system and software support, including maintenance and diagnosis for Salesforce business applications, integration to other business systems, general access control principles, fault escalation processes and lifecycle management.
2. Proven experience in following agreed procedures, identifying, registering, appropriately categorising and allocating incidents, and resolving them promptly.
3. Knowledge of the ITIL framework, a set of detailed practices for IT service management.
4. Experience in use of ITSM tools, such as Service Now or similar.
5. Proven experience in providing advice to customers and resolving issues in line with agreed procedures, allocating requests appropriately and escalating as required.
6. Demonstrated analytical and research skills, including data manipulation, and report writing skills.

Behavioural Capabilities

1. Sound planning and organisational skills, including the ability to effectively manage multiple tasks, determine priorities, and meet strict deadlines in a changing environment.
2. Demonstrated ability to proactively establish and maintain effective and diverse business partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness, and influence.
3. Ability to work independently, proactively as well as effectively as a member of a customer-focused team, including commitment to high quality customer service to a range of stakeholders.
4. Analytical thinking and problem-solving skills to identify, analyse and resolve issues or problems and develop effective solutions to meet business objectives and outcomes.
5. Proactive in taking on challenges and expanding knowledge and experience, with an ability to quickly learn new systems, and desire to learn, grow and embrace new ways of working.
6. Commitment to the principles of innovation, best practice, and continuous improvement through innovative approaches and within the context of the ACTPS values and signature behaviours.

Compliance Requirements

1. Qualifications and certifications in Salesforce and information technology would be highly regarded.
2. 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 Baseline 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior System and Customer Support Officer (position number P51814) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
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)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

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	Never
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	Occasionally
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