



# POSITION DESCRIPTION

**Directorate:** Digital Canberra

**Position Number:** P14249

**Division:** Customer, Data and Technology

**Classification:** SOGB

**Business Unit:** ICT Service Desk

**Location:** Hybrid working arrangements  
(Winyu House and work from home)

**Position Title:** Director, ICT Service Desk

**Last Reviewed:** June 2026

**Position Requirements:** 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

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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

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The **Customer, Data and Technology Group** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customer-focused the group helps ensure that citizens and businesses benefit from responsive, transparent, and innovative public administration.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,
- service integration and management
- program and project management
- Cyber, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records.

## **BUSINESS UNIT OVERVIEW**

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### **Customer Engagement Services**

Customer Engagement Services Branch provides a range of ICT services across ACT government, including the ICT Service Desk, asset and service lifecycle management, and problem, change, and incident management. We also provide support and advice to ACT Government directorates through embedded ICT teams.

## **POSITION OVERVIEW**

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This position is responsible for the day-to-day leadership and direction of the ICT Service Desk, including onsite support of Level 1 and Level 2 services to internal partners. Working closely with 5 direct reports/managers and the extended team, the role is accountable for driving a customer focused, fast-paced, and high performing operation. The purpose of the role is to ensure customer expectations are met or exceeded and to drive a positive service culture with an emphasis on continuous improvement, across the Service Desk. The position collaborates closely with Customer Experience and Business Improvement to ensure access to customer feedback and capacity to improve systems and processes.

## **WHAT YOU WILL DO**

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1. Lead and develop the ICT Service Desk and provide direction to the Management team.
2. Deliver significant improvements to the customer experience for all users through the Service Desk teams, processes, systems, and tools.
3. Ensure relevant KPI's, service standards and responsiveness targets are being met and actively monitored, across telephony, email, web form live chat channels.
4. Support the team to ensure they have the skills, knowledge, and tools to be effective.
5. Actively work with teams and managers to develop and enhance customer service and user experience.
6. Set the Service Desk up to ensure the use of emerging technologies to provide exceptional service.

7. Ensure strong communication networks and systems are in place to enable information relating to incidents, escalations and service issues is always readily available.
8. The position does include the supervision of staff.

## WHAT YOU REQUIRE

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The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### Professional / Technical Skills and Knowledge

Expert skills and experience in leading a Service Desk environment.

**Customer service support:** - Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance of service delivery through all channels (face to face, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Ensures the catalogue of requestable and supported services is complete and current.

**Business process improvement:** Analyses and designs business processes; identifies alternative solutions for new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Assesses the feasibility of business process changes and recommends new approaches. Manage the execution of business process improvements.

**Resourcing:** Implements resource plans, including conducting recruitment interviews. Facilitates selection, assessment and on-boarding processes, and internal resource allocation. Contributes to transitioning of resources, complying with relevant statutory or external regulations and codes of good practice.

### Behavioural Capabilities

1. Leadership expertise in delivering agreed strategic business outcomes and solutions by taking initiative, managing resources, setting clear direction, and providing guidance for team leaders and team members.
2. Lead the delivery of high-quality customer focused service, through an innovative and holistic approach to service design and provision.
3. Ability to proactively establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness, and influence.
4. Advanced quantitative and qualitative analytical skills, particularly the ability to understand how issues integrate and to make rational judgements from available information.
5. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse service desk environment.

### Compliance Requirements

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 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.

2. Driver's license Class C is essential.
3. This position does not require a pre-employment medical
4. This position does not require a Working with Vulnerable People Check.

## WORK ENVIRONMENT DESCRIPTION

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The following work environment description outlines the inherent requirements of the role of Director, ICT Service Desk (position number P14249) 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  | Occasionally |
| Sitting at a desk           | Frequently   |
| Standing for long periods   | Never        |
| Designated workstation      | Frequently   |

| STANDARD HOURS                               | FREQUENCY    |
|----------------------------------------------|--------------|
| Flexible working hours (access to flex time) | Frequently   |
| Fixed or specified start/finish times        | Occasionally |
| Access to Accrued Days Off (ADO's)           | Never        |
| Peaks and troughs                            | Frequently   |
| 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                        | Frequently   |
| 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                                         | Occasionally |
| 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         | Occasionally |
| Exposure to potentially distressing case material | Never        |

| OTHER                                        | FREQUENCY |
|----------------------------------------------|-----------|
| Uniform required                             | Never     |
| Personal Protective Equipment (PPE) required | Never     |