

LEGISLATIVE ASSEMBLY  
FOR THE AUSTRALIAN CAPITAL TERRITORY



# Digital Services Officer

**Position Number:** 353

**Classification:** Information Technology (IT) Officer 2

**Branch:** Business Support

**Business Unit:** Information and Digital Services

## Who are we

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The Office of the Legislative Assembly (OLA) is an impartial statutory agency which provides procedural and administrative advice and support to the Assembly and its committees. It is headed by the Clerk of the Assembly and is governed by the *Legislative Assembly (Office of the Legislative Assembly) Act 2012*.

OLA comprises three branches: the Office of the Clerk, Parliamentary Support and Business Support. The Business Support Branch is responsible for servicing and advising executive and non-executive members, their staff, the Clerk and Office staff on key functions including: Finance; Human Resources; Security and Building Services, and Information Technology, Records and Broadcasting.

## Information and Digital Services Function

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The Information and Digital Services team is responsible for the provision of information technology, records and information management, broadcasting, and website management. It develops innovative solutions to meet the Office's information management needs and requirements; implements business system and hardware/software upgrades; reviews and updates relevant policy and procedures; operates and maintains the Assembly's broadcasting systems; and ensures compliance with obligations and expectations of statutory provisions (e.g., the *Territory Records Act 2002* and the *Legislative Assembly (Broadcasting) Act 2001*).

The team comprises highly motivated professionals with specialised technical skills and knowledge, committed to providing effective and efficient information and digital services across the organisation. We offer interesting, diverse and challenging work opportunities, supporting OLA staff and members to ensure the Assembly can effectively perform a range of accountability, representation and legislative functions.

## The Job

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Reporting to the Manager, Information and Digital Services, and in accordance with OLA policies and guidelines, the Digital Services Officer provides a range of digital support services to staff and members of the Assembly.

Key responsibilities:

- Plan and coordinate the technical aspects of Assembly and other website developments, including:
  - Website administration and content management activities
  - Adoption of new technologies
  - Working with the Hansard team to ensure Hansard content is published efficiently in a timely manner.
  - Facilitate the resolution of website issues, e.g. fixing broken links and liaising with stakeholders, e.g. users, content managers and developers, to rectify those issues.
  - Pursuing strategic opportunities to enhance the discoverability and presentation of information using data-driven techniques
- Advise and assist business units in the preparation and publication of content according to OLA's website content management policy and web accessibility guidelines (including through Squiz and SharePoint)
- Liaise with the ACT Government and external vendors on technical and policy matters related to Assembly website hosting, maintenance and content management activities
- Support and train staff at all levels to ensure that technologies are used appropriately and that all personnel are aware of their responsibilities
- Provide high-level assistance to the Technical Officer and Assistant Technical Officer in the administration of the Assembly's web-based broadcast system
- Provide assistance with digital products such as interactive graphics and training tools
- Assist with Assembly Library related projects.

## What we are looking for

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1. Demonstrated knowledge of front-end and back-end programming languages (eg. HTML, XML, CSS, Javascript and Python), as well as Content Management systems (eg. Squiz and SharePoint), and the ability to utilise these strategically to improve websites and user experiences.
2. The ability to provide digital services advice and assistance to improve outcomes, oversight legislative and policy compliance, and mitigate risks.

3. The ability to provide direction and training to OLA staff through the encouragement of cooperation, shared knowledge and partnerships.
4. Project management experience in a digital services environment.
5. The ability to work productively and cooperatively in a small team.
6. The ability to liaise effectively and professionally with a diverse range of stakeholders.

## Qualifications/Requirements

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### Essential

- This is a position of trust and as such applicants must be able to obtain and maintain a security clearance at "Baseline" level.

### Desirable

- Relevant tertiary qualifications
- Working knowledge of the Web Content and Accessibility Guidelines (WCAG 2.0) and the techniques for optimising content online.

## Special Requirements

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All Office staff must work within the requirements of the *Public Sector Management Act 1994*, OLA policies and declare any conflicts of interest which would:

- Jeopardise or diminish the confidence in the officer by members; or
- Otherwise impede the efficient and effective performance by the officer of their duties.