



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P71362

Division: Digital Health Group

Classification: ASO6

Business Unit: Technology Operations Branch

Location: Hybrid working arrangements (2-6 Bowes St, Phillip and work from home)

Position Title: Contracts and Business Support Officer

Last Reviewed: 19 August 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](#).

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 (DHG) 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 Contracts and Business Support Officer reports to the Business Manager, Digital Service Improvement Hub and is jointly responsible for supporting contract administration, coordination activities, and service improvement initiatives, while contributing to the successful delivery of service and operational outcomes.

Within the Digital Service Improvement Hub, responsibility includes supporting organisational outcomes by ensuring contracts and associated records are effectively coordinated, monitored, and reported on. Contract management knowledge and administrative skills are applied to effectively liaise with internal stakeholders, service providers, contractors, and delivery teams, while supporting continuous improvement initiatives and ongoing professional development through practical experience.

WHAT YOU WILL DO

- Preparing and maintaining contract documentation
- Supporting contract establishment and administration processes
- Contributing to contract performance monitoring, risk and issue management
- Supporting communication and stakeholder engagement activities
- Coordinating contractor and supplier interactions
- Undertaking analysis, planning, and ongoing monitoring of contractual obligations, deliverables, and service outcome.
- Liaise with vendors, staff, managers and key stakeholders as well as conduct and participate in meetings, such as key assurance activities.

WHAT YOU REQUIRE

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

Desirable

- Certificate IV - Contracts and Procurement

Behavioral Capabilities

Use the relevant classification stream of the [ACTPS Shared Capability Framework](#), including the ACTPS Personal Mastery Capabilities, as well as the ACT Government [Work Level Standards](#) to inform these.

- Strong organisational and prioritisation skills.
- Strong interpersonal and communication skills.
- Good writing skills.
- Willingness to learn through team and work experiences

Compliance Requirements

- Undergo a pre-employment National Police Check.
- This role may require you to obtain and maintain an Australian Government Negative Vetting Level 1 (NV1) Security Clearance, which will be sponsored by the Digital Canberra Directorate. In order to be eligible for NV1 Security Clearance, you must be an Australian citizen. If you are not successful in obtaining a security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated.
- This position *does not* require a pre-employment medical
- This position *does not* require a Working with Vulnerable People Check.

Selection Criteria

1. Experience in contract management and business support roles, preferably in information technology and/or health setting.
2. High level written and oral communication skills and liaison skills, including the ability to accurately record information, minute taking and prepare and maintain contract documentation.
3. Demonstrated ability to work independently and in a team with excellent time management and organisational skills.
4. Demonstrated ability to set priorities and meet deadlines to meet the objectives of the business area.
5. Demonstrated ability and knowledge to use technology, such as Oracle, ServiceNow and the Microsoft Office Suite (Word, Outlook and Excel).
6. Demonstrates a commitment to work, health and safety (WH&S) and displays behaviour consistent with the ACT Public Service Values and Signature Behaviours.