POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Customer, Data and Technology

Branch: Data, AI & Digital Records

Position Title: AI Policy Officer

Position Number: P70232

Classification: Administrative Services Officer Class 5

Location: Gungahlin or City with flexible working arrangements

Last Reviewed: November 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

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

Data, AI and Digital Records Branch (DAIDR) comprises the Data and AI Policy and Implementation, National Data Partnerships, and Digital Records Systems and Strategy teams. The branch provides the ACT Government with direction on digital information management, Artificial Intelligence (AI), and data policy and governance. DAIDR represents the ACT Government on interjurisdictional data and AI forums, manages national and state government data partnerships, and provides high level administration for the Government's Electronic Records Management Systems (EDRMS).

POSITION OVERVIEW

The AI Policy Officer will support senior staff in the implementation of AI services aligned with the ACT Government's strategic objectives The role will research, prepare written advice and present developments in the AI environment. The position operates with a moderate degree of autonomy for routine tasks, escalating complex matters as required, and contributes to a positive, values-driven workplace culture.

The role will assist in identifying opportunities for improvement and innovation in AI service provision to meet evolving government needs. Members of this team will work closely with the other areas within Data & AI to ensure that AI services are made available to Whole of Government in line with current and best practice policy.

WHAT YOU WILL DO

Under broad direction from senior management:

1. Conduct research and analysis on matters related to AI policy and services, and develop proposals, working collaboratively across the branch and with other stakeholders.
2. Assist with the delivery and maintain AI policy and services provided in the branch.
3. Manage and respond to enquiries related to AI matters in a timely and professional manner, continuously building own capability in this field.
4. Assist in the planning, coordination, and delivery of workshops and presentations to internal stakeholders.
5. Support the AI policy team by updating AI resources as required.
6. Contribute to the development and implementation of analytical products and dashboards, including user research and liaising with technical teams.
7. Build expertise across the national Data and AI space to be able to develop briefs and ministerial correspondence on these matters.
8. Develop and maintain internal and external relationships and responding to stakeholder needs and expectations, including building capability within these stakeholder groups.
9. Communicate and translate complex AI information simply and effectively to non-technical audiences.

- As a member of the branch, contribute to a positive branch culture, and promote Digital Canberra more broadly across the ACTPS, as applicable.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated interest in AI, data or digital information management policy, strategy or implementation, with demonstrated research skills and the ability to draft papers using modern tools, to support policy leads.

Behavioural Capabilities

2. Excellent written and verbal communication skills, and demonstrated experience writing in a professional environment, including meeting papers, briefs, presentations etc. A demonstrated dexterity effectively using AI tools in a professional context, safely and securely, with a 'human in the loop' approach. High level skills using the MsOffice package.
3. Excellent relationship building skills, and an ability to quickly build wide and diverse networks of peers to draw on to problem-solve and deliver outcomes. Demonstrated experience building relationships with senior officers and executives within and outside the immediate business area.
4. Excellent prioritisation skills, with an ability to deliver outcomes in a fast paced, high scrutiny and diverse environment, with limited supervision. Sound planning and organisational skills.
5. Demonstrated innovation in own work, learning agility to develop news skills fast, and a strong desire to contribute to a future focused branch, including demonstrated ability to contribute to positive workplace cultures.
6. Ability to work autonomously or as a member of the team and to proactively contribute to the team's effectiveness and outcome delivery.

Compliance Requirements

7. A degree in a field relevant to the span of functions in the branch, including economics, social sciences, business information systems, or management, or a combination of qualifications is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that Digital Canberra 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	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

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	Occasionally
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	Never
Working directly with the public	Never

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	Occasionally
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