POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P52143

Division: Customer, Data and Technology

Classification: ASO 5

Business Unit: Digital Records Systems and Strategy

Location: Gungahlin, with flexible working arrangements

Position Title: EDRMS Digital Administrator

Last Reviewed: June 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

The Digital Records Systems and Strategy team provide high level Administration for the two ACT Government approved Electronic Document Records Management Systems (EDRMS) Content Manager and Objective. Providing system advice, upgrade and patching support, as well as incident management and facilitating enhancement request to support the ACT Government Digital Records Keeping Strategy.

POSITION OVERVIEW

As a member of the Digital Records Systems and Strategy Team, you will provide support to a variety of EDRMS related projects and assist the BAU team with EDRMS system administration support as required. You will liaise with relevant Directorates relating to changes to the EDRMS environment and will collate training material and deliver training as projects demand. The successful candidate will have the opportunity to work in a small, dynamic team and to make a meaningful contribution to improving recordkeeping across all Directorates

WHAT YOU WILL DO

1. Undertake the systems administration processes for Objective, resolve technical and functional issues including access, security, audits and reporting.

2. Develop and support stakeholder relationships to administer the EDRMS and enhance system functionality and deliver projects including workflows, structures and catalogue fields.

3. Liaise and negotiate with relevant Directorates in relation to changes or amendments to these EDRMS environments and provide training and training material where necessary.

4. Participate in user support/working groups.

5. Work with the Digital Records Project team and assist with project management tasks to deliver Whole of Government projects to improve recordkeeping across the ACT Government.

This position does not involve direct supervision of several staff.

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. Experience maintaining and EDRMS such as Objective or experience in using Objective.
2. Collaborates to ensure advice given is appropriate to the needs of the organisation.
3. Maintains/reviews processes and procedures to improve customer satisfaction and service delivery.
4. Demonstrated experience in monitoring and conducting helpdesk activities and knowledge of recordkeeping in accordance with the Territory Records Act 2002.
5. Proven written and oral communication skills, including excellent customer service.

Behavioural Capabilities

1. Sound planning and organisational skills, with the ability to effectively self-manage and prioritise competing tasks and demands in a high-pressure environment.
2. Build and maintain effective professional relationships, in order to work collaboratively and provide high quality advice in line with the team's objectives and customer needs.
3. Analytical thinking and problem-solving skills to resolve problems for customers and implement preventative solutions.
4. Ability to work autonomously or as a member of the team and to proactively contribute to the team's effectiveness and service delivery.

Compliance Requirements / Qualifications

- Experience in Objective or Content Manager (or similar system) would be advantageous.
- This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of (position number 52143) 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	Occasionally

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally

Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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