



POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Planning Design and Digital

Business Unit: ACT Digital

Position Number: P61791

Classification: ASO5

Location: Hybrid working arrangements within an activity-based working environment across 220 London Circuit Canberra City, Winyu House, Gungahlin and working from home.

Position Title: Program Support Officer

Last Reviewed: July 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 as 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

Planning, Design and Digital Group plays an important strategic role in realising the ACT Government's vision to transform Canberra into a genuinely connected city.

The group manages the Government's technology investment framework and pipeline, undertakes research and analysis to develop digital policy, provides business analysis and ICT architecture and design services for key Government ICT initiatives. As part of this work, the group is responsible for planning and delivering major ACT Government ICT programs and ensuring good project governance through an Enterprise Portfolio Management Office (EPMO) as well as driving the digital transformation of ACT services by implementing digital identity solutions that empower our community to access services online, anytime.

BUSINESS UNIT OVERVIEW

ACT Digital

The ACT Digital Program aims to simplify and enhance digital service delivery for the citizens and businesses of Canberra and the greater ACT region, reducing the need for physical visits and complex website navigation. The program supports various transformation projects across the government, addressing people, process and technology aspects of change.

The ACT government is driving a progressive agenda to firmly place Canberra as an even more attractive city to live, work, study, do business and invest in. Central to this ambition is for Canberra to be the city that gives you back time, where interactions with government are quick, seamless and secure for all citizens and businesses. This means services that are easy and safe for the citizen, truly digital – simply accessible anywhere, anytime, any device – and which leave no-one behind.

As part of our remit, we:

- Maintain the whole of government digital services platform and ACT Digital Account, including citizen identity verification capability.
- Develop and support Government Critical Applications including the ACT Transport Licencing and Registration system (rego.act)
- Deliver ACT Government services through a contemporary, seamless digital experience.
- Partner with our Directorate colleagues to design and transform services to meet the needs of citizens.
- Facilitate and embed end to end design thinking where the user experience is central and;
- Provide strategic direction, policy and advice on digital identity verification, including supporting the National Data and Digital agenda, and driving the ACT government's Digital Strategy.

POSITION OVERVIEW

As part of a small team provide administrative and governance support to the broader ACT Digital Program and business unit. This includes providing responsive and quality advice, coordination, and meeting secretariat duties to support effective administration of branch functions and program deliverables.

The team operates within an Activity Based Working environment.

WHAT YOU WILL DO

Under the general direction of the Assistant Director, Digital Service Policy and Program Strategy and with a degree of independence, the Program Support Officer will:

- Provide quality and timely administrative support across the program, including developing and maintaining systems and structures to support the effective operation of the program.
- Facilitate communication and coordination of branch administration activities including the provision of meeting secretariat as required, management of travel arrangements, processing invoices, support procurement activities, personnel arrangements and records.
- Contribute to preparing program advice, reporting, briefings and analysis, ensuring all processes are completed in an accurate and timely manner.
- Work collaboratively and participate in action learning approaches in a continuous improvement environment.

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. Relevant program administration and organisational experience, with the ability to apply legislation/policy/procedures within a customer service delivery environment.
2. Well-developed written and oral communication with an ability to liaise with internal and external stakeholders.
3. Ability to prioritise workload and manage competing priorities in a dynamic environment.

Behavioural Capabilities

1. Demonstrated ability to be proactive in taking on challenges, expanding knowledge and experience, with an ability to contribute to and embrace new ways of working.
2. Aptitude for working cooperatively and positively within a fast-paced environment and demonstrate helpful, collaborative assistance and support.
3. A record of contributing to improving business outcomes through innovative approaches and within the context of the ACTPS values and signature behaviours.

Compliance Requirements

- Experience administering Electronic Document and Records Management Systems (EDRMS), such as TRIM (Records Manager RM8), and Objective, and SharePoint document management systems is desirable.