



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P71116

Division: Customer Data and Technology

Classification: ASO4

Business Unit: Strategic IT Asset Management

Location: ACT and surrounding areas-based staff: Fyshwick, Gungahlin ACT and home.

Position Title: Infrastructure Support Technician

Last Reviewed: July 2026

Position Requirements:

The successful applicant must be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Baseline level as an eligibility qualification. If AGSVA screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

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

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 Strategic IT Asset Management Program (SAMP) Branch leads the coordination and oversight of ICT asset maintenance and renewal activities across the ACT Government. The branch adopts a whole-of-government portfolio approach to asset lifecycle planning, ensuring technology assets are managed in a structured, prioritised and sustainable manner.

The branch maintains a consolidated view of the ICT asset landscape, including current state maturity, risks, dependencies and investment priorities. This end-to-end visibility enables informed decision-making on asset renewal and supports the reliability, security and performance of critical government systems and services.

The branch is responsible for developing and implementing ICT asset management strategy, standards and governance frameworks, supported by clear reporting and assurance mechanisms. These provide transparency of portfolio performance, enable risk-based prioritisation, and promote consistent delivery outcomes across government.

Working in close partnership with Technology Services Branch, directorates and delivery partners, SAMP ensures asset lifecycle activities are aligned with operational support models, broader ICT strategies and capital investment programs. Through this integrated approach, SAMP reduces operational risk, improves asset management maturity and supports the long-term sustainability of government technology environments.

POSITION OVERVIEW

The Infrastructure Support Technician provides hands-on support for the discovery, verification, and maintenance of ICT infrastructure asset data across ACT Government sites.

The role focuses on ensuring the accuracy, completeness, and integrity of infrastructure asset records by conducting physical asset verification activities, supporting reconciliation processes, and maintaining asset information in relevant systems and registers. Working to documented procedures, the position supports audit, compliance and asset lifecycle activities by capturing reliable asset data, identifying discrepancies, and escalating issues to support continuous improvement in asset management practices.

WHAT YOU WILL DO

Under the close direction of the Assistant Director, Infrastructure Support, you will:

1. Conduct physical verification of ICT infrastructure assets across sites, capturing key details (e.g. serial number, model, location, status).
2. Perform asset audits and reconciliation activities, comparing physical assets to records (CMDB, spreadsheets or registers) and identifying discrepancies.
3. Maintain the accuracy and completeness of asset data by updating records and supporting structured data capture processes.
4. Support asset lifecycle activities (deployment, relocation, disposal), ensuring asset information and documentation remain accurate and traceable.
5. Follow documented procedures and work collaboratively with stakeholders to identify, escalate and resolve data quality issues.
6. This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to maintain accurate records and perform data entry with a high level of attention to detail.
2. Experience supporting audit, verification or reconciliation activities, including comparing records against physical items.
3. Ability to follow procedures and contribute to compliance processes, including maintaining clear documentation and audit trails.
4. Basic understanding of ICT hardware, or the ability to quickly acquire knowledge of infrastructure equipment and identifiers.
5. Experience using systems or tools (e.g. spreadsheets or enterprise systems) to capture, maintain or report on data.

Behavioural Capabilities

1. Strong attention to detail and reliability in managing physical assets and associated data.
2. Ability to work independently and as part of a team in structured, procedure-driven environments.
3. Problem-solving skills to identify and escalate discrepancies between physical assets and records.
4. Good communication and collaboration skills with technical and business stakeholders.
5. Proactive attitude with a willingness to learn and contribute to improving processes and data quality outcomes.

Compliance Requirements

1. Must be an Australian Citizen and hold or have the ability to obtain and maintain a national security Baseline clearance which will be ACT Government sponsored.
2. This position does not require a pre-employment medical.
3. This position does not require a Working with Vulnerable People Check.
4. This position is based in the ACT. There is an expectation of five days per week attendance in the office.

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 ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently

Designated workstation	Occasionally
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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	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Occasionally
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally

Low lighting	Occasionally
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	Occasionally