



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P14030

Division: Customer, Data and Technology

Classification: SITOC

Business Unit: Technology Services

Location: Hybrid working arrangements
(Winyu House Gungahlin and work from home)

Position Title: Senior Citrix Technician

Last Reviewed: 27/07/2026

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 Negative Vetting 1 (NV1) 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 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

Technology Services Branch (TSB) manages and implements the ACT Government's Information Technology systems and communications services. We engage with directorate partners to administer and support their business systems while providing advice on a broad range of existing ICT and new technologies. Technology Services implements and administers the network capabilities that underpin everything done in government.

POSITION OVERVIEW

The position will join the Endpoint User Services team to provide Citrix platform technical support to staff and customers, assist in developing solutions for Whole of Government identified issues and participate in assigned project work. The role will focus on developing and supporting the ACT Government Citrix platform. Supporting the achievement of organisational objectives, along with upholding the delivery of quality customer services and ICT solutions. This position is to support the achievement of organisational objectives and Service Level Agreements through the delivery of quality customer services and ICT solutions.

WHAT YOU WILL DO

Under the broad direction you will:

- Be responsible for the day-to-day support of Citrix CVAD and Netscaler Infrastructure in the ACT Government across development, test, and production environments.
- Provide ongoing monitoring, maintenance, development, and implementation of the Citrix environment including load balancing, publishing/un-publishing of applications and patching.
- Undertake break-fix work, reactive troubleshooting, and user technical support across a broad array of applications and technology platforms
- Develop and maintain relevant documentation including processes and procedures.
- This position may be required to participate in an on-call after hours roster.
- This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

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

Capabilities

Professional / Technical Skills and Knowledge

1. Demonstrated high level experience in managing and supporting Citrix Infrastructure, including Netscaler.
2. Demonstrated high level knowledge and extensive experience in monitoring and maintaining the health of the Citrix Infrastructure including load balancing and the publishing/un-publishing of applications.
3. Demonstrated knowledge and extensive experience supporting Windows Desktop, Windows Server operating systems including Windows 11, Server 2022/2025.
4. Proven sound analytical skills and high-level experience in break-fix work and providing expert level user technical support on desktop and server platforms.
5. Demonstrated high level written communication skills, including the ability to maintain relevant process and procedural documentation.

Behavioural Capabilities

6. Well-developed liaison skills, with the ability to use oral and written communication effectively with stakeholders including business units and customers to troubleshoot problems and identify root cause of incidents.
7. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse ICT environment.
8. Demonstrated understanding of Work, Health and Safety (WH&S) and displays behaviours that are consistent with the ACTPS values of Respect, Collaboration, Integrity, and Innovation.

Compliance Requirements/Qualifications

- This is a position of trust and requires the successful applicant to be an Australian citizen and possess or acquire and maintain a security clearance at the Australian Government Security Vetting Agency Negative Vetting 1 (NV1) level as an eligibility qualification for the position.
- This position does not require a pre-employment medical

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role Senior Citrix Technician P14030 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	Frequently
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	Occasionally
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	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
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	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never