POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Customer Data and Technology Group

Business Unit: Customer Engagement Services Branch – ICT Service Desk

Position Title: Service Delivery Officer

Position Number: P25089, several

Classification: ITO1

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

Last Reviewed: April 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 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

Customer Engagement Services

Customer Engagement Services Branch provides a range of ICT services across ACT government, including the ICT Service Desk, asset and service lifecycle management, and problem, change, and incident management. We also provide support and advice to ACT Government directorates through embedded ICT teams.

POSITION OVERVIEW

The Service Desk is the first point of contact for requests and queries about services provided by Customer, Data and Technology (CDT) to ACT Government Directorates. The team answers the ICT Service Desk phone line and provides onsite support for resolving ICT issues.

The position encompasses first and second level support of business systems and mentoring other members of the Service Desk team. You will provide face to face on-site field support on a rotational basis and be a point of escalation for other team members.

WHAT YOU WILL DO

1. Receive and accurately record and categorise ICT incidents and problems reported by customers by phone, email, web forms and face to face.
2. Provide first level ICT technical support, advice and problem resolution to customers over the phone, by email or face to face.

3. Assign incidents, requests and tasks to appropriate areas or team members for action and escalate incidents when required.
4. Appropriately share & record knowledge of incidents for reporting and problem resolution.
5. Achieve service levels, meet business KPIs and meet or exceed customer expectations.
6. 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.

Professional / Technical Skills and Knowledge

Incident management: Following agreed procedures, identifies, registers and categorises incidents. Gather information to enable incident resolution and promptly allocates incidents as appropriate. Maintain records and advise relevant persons of actions taken.
Knowledge management: Maintain knowledge management systems and content to meet business needs. Supports others to enable them to complete knowledge management activities and form knowledge management habits. Configure and develop knowledge management systems and standards. Supports changes to work practices to support capture and use of knowledge.
Customer service support: Act as the first point of contact, receiving and handling requests for support. Respond to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provide first line investigation and diagnosis and promptly allocate unresolved issues as appropriate. Assist with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contribute to creation of support documentation.

Behavioural Capabilities

1. Proficient planning and organisational skills, with the ability to effectively self-manage and prioritise competing tasks and demands.
2. Build and maintain effective professional relationships, to work collaboratively and provide high quality service in line with the team's objectives and customer needs.
3. Analytical thinking and problem-solving skills to resolve immediate problems for customers, but also proactively put solutions in place to prevent issues from reoccurring.
4. Ability to work autonomously or as a member of the team and to proactively contribute to the team's effectiveness.
5. Well-developed verbal and written communication skills, including a strong ability to effectively liaise, negotiate with and influence a range of stakeholders.
6. Aim to continually improve customer satisfaction and service delivery.

Compliance Requirements / Qualifications

1. 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.
2. This position does not require a pre-employment medical.
3. Driver's license class C is essential.
4. This position Does not require a Working with Vulnerable People Check.
5. This position may require 24 hours a day, 7 days a week on call working arrangement.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Service Delivery Officer (P14373, several) 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
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	Frequently
Frequent overtime	Occasionally
Rostered shift work	Frequently

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	Frequently
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	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