POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Digital Health Group

Business Unit: Technology Operations

Position Title: Support Analyst

Position Number: P72747

Classification: Administrative Service Officer 5

Location: 2-6 Bowes St, Phillip ACT 2606

Last Reviewed: 05/11/2026

AGSVA Negative Vetting 1 (NV1) level = Position of Trust (PoT)
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 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

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the Digital Health Strategy
- management of technology services and projects
- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures

- information management
- protective security.

BUSINESS UNIT OVERVIEW

Technology Operations

The Technology Operations Branch is responsible for the delivery and operation of technology services to Canberra Health Services and Health and Community Services Directorate, our patients, stakeholders, and partners. We are also together with outsourced service providers responsible for managing, the Health Enclave which hosts digital health systems in the ACT. Our services cater to all types of health-related technology including patient monitoring equipment, clinical business applications and critical communications and infrastructure.

POSITION OVERVIEW

Support Analysts are integral members of a dynamic team delivering ICT Level 1 support services across the ACT public health system, covering multiple ICT systems. The role involves a variety of tasks, including handling help desk activities. Analysts will primarily be based in the office and occasional on-site presence as needed, according to operational requirements. This position also requires providing support outside of regular business hours through a roster arrangement, with rotating shifts that can be scheduled at any time, seven days a week, and 24 hours a day.

WHAT YOU WILL DO

Under the broad direction from the Assistant Director, you will:

- Provide pro-active and re-active first level technical support primarily by phone, email, online chat and onsite assistance for users of Health applications including level one system administration and access management.
- Manage user requests in accordance with agreed procedures.
- Identify, troubleshoot and resolve issues with applications based on agreed procedures.
- Assist with configuration, access control and data entry into enterprise applications.
- Log incidents and gather information accurately to enable troubleshooting and incident resolution in a timely manner according to the Service Level Agreement.
- Meet business Key Performance Indicators and meet or exceed customer expectations with all types of requests.
- Provide user advice and instructions to a varied and diverse client base via multiple channels including onsite.
- Respond to afterhours security incidents calls and notify security staff to address the security incidents as required
- Act as a Fire Warden and First Aid Officer as required (training will be provided by Digital Canberra)
- Undertaking other duties appropriate to this level of classification that contribute to the Directorate.

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. Proven ability to provide level one support of ICT systems in a multidisciplinary public health environment.

2. Proven ability to work in a service team environment, collaborate, share knowledge and focus on successful outcomes for internal and external clients.

3. Proven interpersonal and written communication skills, in particular; the ability to communicate technical and business ideas clearly to a variety of stakeholders who are often under stress when contacting the service desk.

Behavioural Capabilities

1. Demonstrated well developed problem solving and organisational skills including the capacity to successfully manage competing priorities.

2. Display behaviours that are consistent with the ACTPS values of Respect, Integrity, Collaboration and Innovation.

Compliance Requirements/Qualifications

1. Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.

Compliance Requirements

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 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.
2. Hold and maintain a current unrestricted Drivers Licence for passenger cars.

Desirable:

- Qualifications in ITIL or experience working in an ITIL environment.