



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P05199

Division: Customer, Data and Technology

Classification: SITOC

Business Unit: Customer Engagement Services,
Education ICT

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

Position Title: Assistant Director, Business
Application Support

Last Reviewed: 25/05/2026

Position Requirements: AGSVA Baseline 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 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 role of the Assistant Director Business Application Support is providing high-level technical support for the development, implementation, on-going maintenance, fault diagnosis and identification of remedial action for a range of infrastructure technologies and business services, as well as ensuring consistency of service delivery. This will require liaison and negotiation with relevant stakeholders, including external vendors to ensure delivery of ICT services that align with Digital Canberra and ACT Government strategy.

WHAT YOU WILL DO

Under the broad direction of Director, Education Business applications you will:

1. Administer and support the Education Directorate's Google teaching and learning environment, including Chrome Operating System device management.
2. Lead the execution of ICT Policies and Procedures including but not limited to incident and problem management, release and change control processes, and test plans; using Information Technology Infrastructure Library (ITIL) and DevOps/SCRUM methodologies.
3. Liaise and negotiate with relevant internal and external stakeholders, to ensure the optimal performance of ICT applications, products and services and provide representation at internal and external forums to ensure effective communication and collaboration.
4. Provide complex troubleshooting and technical support to clients.
5. Develop and maintain procedural and system documentation.
6. This position may 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

1. Demonstrated skills and knowledge in relational databases (SQL Server), cloud platforms (Azure), SharePoint, scripting or similar.
2. Ability to manage technical configuration, support and/or development for business systems and cloud-based platforms (Google Workspace).
3. Knowledge and understanding of the Software Development Lifecycle (SDLC), including developing user requirements and system specifications, and preparing other documentation.
4. Working knowledge of Information Technology Infrastructure Library (ITIL) framework.
5. Knowledge and experience in the administration and use of Google Workspace, including administering and supporting ChromeOS devices would be an advantage.

Behavioural Capabilities

1. Ability to work independently and collaboratively as part of a small team
2. Commitment to high quality customer service principles and practices; embedding processes within service provision that support the notion of partnership, ease of access and a positive customer experience.
3. Build and maintain effective stakeholder relationships at all levels
4. Ability to initiate action in a systematic, methodical way to drive positive outcomes.
5. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing, complex and diverse ICT environment.
6. Advanced analytical thinking and problem-solving skills to resolve immediate problems for customers, but also proactively put solutions in place to prevent issues from reoccurring where possible.

Compliance Requirements

1. This position does not require a pre-employment medical.
2. Driver's license C Class is not essential
3. This position does not require a Working with Vulnerable People Check