



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P27581

Division: Customer, Data and Technology Group

Classification: ITO2

Business Unit: Customer Engagement Services Branch, Service Assurance Refresh Team

Location: Winyu House Gungahlin

Position Title: Refresh Team Leader

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 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 Refresh Team Leader provides technical expertise and delivery support for the complete refresh process of ICT assets for ACT Government. This will involve the installation of hardware, software and the deployment of applications and may involve the provision of technical leadership. Assist in the development, management and maintenance of all ACT Government assets.

WHAT YOU WILL DO

1. Manage and coordinate resources to ensure the effective and timely deployment of ICT assets across ACT Government Directorates.
2. Lead and coordinate large-scale refresh and replacement programs, including tracking asset lifecycles and advising business units on overdue replacements.
3. Manage customer expectations and provide clear communication regarding refresh processes, timeframes and service impacts.
4. Liaise and negotiate with stakeholders, including Directorate representatives, to support the planning and delivery of ICT asset replacements.
5. Develop, implement and maintain operational guidelines and procedures to support consistent and efficient service delivery.
6. Support and contribute to day-to-day Refresh and business-as-usual (BAU) activities, ensuring team priorities and service delivery outcomes are met.

7. Provide technical support and issue resolution related to ICT asset deployment and refresh activities as required.
8. This position may 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. Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations. Actively maintains knowledge in one or more identifiable specialisms. Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.
2. Undertakes or supervises complex installations and de-installations of systems or components, including handover to the client. Develops procedures and standards for installation and handover to maintain and improve the installation service. Schedules installation work around client priorities and resource availability. Ensures adherence to established safety and quality procedures.
3. Applies tools, techniques and processes to create and maintain an accurate asset register. Produces reports and analysis to support asset management activities and aid decision making.

Behavioural Capabilities

1. Ability to effectively self-manage, as well as delegate tasks, and prioritise own and team's competing tasks and demands.
2. Build effective professional relationships, to work collaboratively and provide a high-quality service in line with the team's objectives and customer needs.
3. Well-developed customer service orientation and the ability to liaise and negotiate with, and provide advice to a range of stakeholders
4. Analytical skills to identify and analyse issues or problems and develop effective solutions to meet business objectives and outcomes.

Compliance Requirements

- Driver's license C class essential.
- 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Refresh Team Leader (position number *P27581*) 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	Occasionally
Graphical/analytical based	Occasionally
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	Occasionally
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)	Frequently
Working in a call centre environment	Occasionally
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	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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	Occasionally
Excessive noise	Never
Low lighting	Occasionally
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	Occasionally