POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P70833

Division: Digital Health

Classification: Senior Information Technology Officer Grade B (SITOB)

Business Unit: Future Capability

Location: Hybrid working arrangements (Bowes Street and work from home)

Position Title: Business Partner

Last Reviewed: 19/03/2026

Position Requirements: The position requires the successful applicant to be an Australian citizen and possess, or acquire and maintain a security clearance at the *Negative Vetting 1 (NV1)* level as an eligibility qualification for the position. If 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

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

Future Capability

The Future Capability Branch is responsible for the development and implementation of the ACT Digital Health Strategy, engagement with clinical and support areas to identify technology solutions to enhance the quality and efficiency of patient-centred care, and ensuring the operations of the Division occur within a robust governance framework. The Branch is comprised of multiple teams who are actively delivering new or improved technology capability across ACT's health services. We are responsible for reporting services, the ongoing maintenance and continuous improvement of data products in the Enterprise Data Platform, and we provide comprehensive data management services.

POSITION OVERVIEW

The Business Partner is responsible for leading the engagement and client service culture within the Digital Health Group to support the diverse range of clients supported by the division across the ACT public health system.

WHAT YOU WILL DO

1. Lead and manage the digital health ICT front door, acting as the primary intake point for new digital initiatives and ensuring requests are appropriately captured and progressed.
2. Work closely with Enterprise and Solution Architects to shape incoming initiatives, ensuring early alignment to architecture principles and strategic direction.
3. Facilitate the intake and triage process, including coordinating concept development, research spikes, and progression through governance pathways.
4. Act as a trusted advisor to clinical and business stakeholders, building strong relationships and providing guidance on digital pathways and service engagement.
5. Support visibility and continuous improvement of the intake and engagement model, ensuring clear communication of demand, status, and next steps across stakeholders.

6. Undertake other duties appropriate to this classification that contribute to the effective operations of the Directorate.

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. Excellent interpersonal skills and demonstrated ability to establish and maintain effective communication and working relationships with a range of internal/external clients, stakeholders and service providers with well-developed team and representational skills.

2. Demonstrated superior written and verbal communication skills and the ability to relay technical concepts to a broad range of stakeholders.

3. Proven experience in the support of ICT systems in large, high-pressure complex environments while applying sound understanding of the Information Technology Infrastructure Library (ITIL) framework.

Behavioural Capabilities

1. Demonstrated conceptual and analytical skills with an ability to think strategically.

2. Demonstrate highly developed problem solving, time management and organisational skills including the capacity to successfully manage competing priorities.

Compliance Requirements

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