POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P70207

Group: Customer, Data and Technology

Classification: Senior Officer Grade B

Business Unit: Technology Services Branch

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

Position Title: Senior ICT Resource Manager

Last Reviewed: October 2026

Position Requirements: The position requires a pre-employment National Police Check.

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 (DCBR) 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 (CDT)** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customerfocused 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

Technology Services Branch (TSB) manages and implements the ACT Government's Information Technology systems and communications services. We engage with directorate partners to administer and support their business systems while providing advice on a broad range of existing ICT and new technologies. Technology Services implements and administers the network capabilities that underpin everything done in government.

POSITION OVERVIEW

The Senior ICT Resource Manager manages the day-to-day coordination of ICT technical resources across project work and Business as Usual (BAU) tasking. They ensure workloads are sustainable, visible, and aligned to agreed priorities. The Senior ICT Resource Manager does this by monitoring and reporting on project work, including financial costing and analysis of project activities, discussing and agreeing prioritisation and assigning project work to TSB staff. They liaise with Subject Matter Expert (SME) team leads and Strategic Business Project and Program Managers to determine priority. The Senior ICT Resource Manager will also track BAU work of the section and resource staff where appropriate.

WHAT YOU WILL DO

a. Facilitate the delivery of project and BAU work using Information Technology Infrastructure Library (ITIL) methodologies, assigning work based on required skills, current workloads, and agreed priorities, and managing the resolution of delivery issues through effective liaison with DCBR team leaders, Senior Executives and project managers.
b. Manage and monitor project and BAU activities across the Technology Services Branch, providing timely reporting to the Technology Services Executive Branch Manager (EBM) on delivery status, risks, issues, and outcomes.
c. Oversee financial management for project and BAU activities, including monitoring, analysing, and reporting on cost, expenditure, and resource utilisation to support forecasting, funding accountability, and executive decision-making.
d. Ensure new project requirements and outcomes are effectively planned and delivered, through proactive engagement and ongoing collaboration with Program and Project Managers to align expectations, priorities, and resource availability.

e. Establish, document, and maintain standardised resourcing governance, including transparent resourcing request and engagement procedures and standard operating procedures for Technology Services Branch resource management.
f. Act as the central intake and triage point for resource requests from projects and programs by implementing and operating a single front-door engagement model for requests requiring technical team involvement, with clear ownership, prioritisation, and escalation pathways to reduce ad-hoc tasking and minimise context switching.
g. Develop and maintain branch-wide workforce planning artefacts and document process and Standard Operating Procedures (SOPS) for the role. This will include a rolling 6–12 week capacity plan and a skills matrix mapped to disciplines and key platforms, to support objective allocation of work, identify constraints, and address capability risks.
h. Escalate current and future over-allocation and associated risks proactively and as early as practicable.
i. Manage cross-team dependencies, contention, and assurance, facilitating planning and trade-off discussions, providing regular resourcing and financial dashboards to the Branch Executive, and strengthening auditability through consistent records of decisions, approvals, and cost attribution.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position. **Capabilities**

Professional / Technical Skills and Knowledge

1. Demonstrated experience in IT service delivery or resource management roles, coordinating project and BAU work across multiple teams and technical disciplines within a complex ICT environment.
2. Strong understanding of ITIL-aligned service delivery principles, with the ability to apply structured methods to prioritisation, workload allocation, and issue resolution.
3. Proven ability to manage competing priorities and resource constraints, balancing operational risk, project delivery commitments, and stakeholder expectations.
4. Demonstrated experience working with Program and Project Managers, including translating project requirements into deliverable work packages for technical teams and managing dependencies.
5. Well-developed analytical and reporting skills, including experience producing resourcing, capacity, and financial reports to support executive decision-making and governance.

Behavioural Capabilities

6. Strong stakeholder engagement and communication skills, with the ability to negotiate priorities, facilitate trade off discussions, and provide clear, evidence-based advice to senior leaders.
7. Demonstrated understanding of Work, Health and Safety (WH&S) and displays behaviours that are consistent with the ACTPS values of Respect, Collaboration, Integrity, and Innovation.
8. Demonstrated rudimentary emotional intelligence with a level of self-awareness.

Compliance Requirements / Qualifications

- The position requires a pre-employment National Police Check.
- This position does not require a pre-employment medical.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role Senior ICT Resource Manager (P70847) 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
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	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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
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