

Directorate: Education Directorate	Position Number: P 37135
Division: Infrastructure and Digital Services	Classification: ASO6
Business Unit: Digital Strategy, Services and Transformation	Location: Stirling
Position Title: Analytics Officer	Last Reviewed: March 2026

DIRECTORATE OVERVIEW

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace

BUSINESS UNIT OVERVIEW

The Digital Strategy, Services and Transformation (DSST) Branch provides services to the Directorate in identifying, developing and managing appropriate information and technical resources for corporate and school staff. This includes managing and providing advice on records, copyright and ICT programs, teaching and learning systems, business and administration systems and relevant policies and procedures.

POSITION OVERVIEW

Working as part of the Data Insights Services (DIS) team, the role supports the delivery of data reporting, analysis, and visualisation work across Education to inform operational and strategic decision making. Working as part of a multi-disciplinary team, the role assists in understanding business requirements, preparing data products, and communicating insights in clear and accessible ways.

This role is suited to someone developing their capability in a digital transformation environment, where legacy systems and processes are evolving. The Analytics Officer works under direction and guidance, contributing to the development of dashboards, reports, and analytics artefacts while building skills in data storytelling, stakeholder engagement, and government standards.

The role plays an important part in improving data availability, efficiency, and communication across the Directorate, and supports continual improvement initiatives aligned with Whole of Government priorities and modern digital design practices.

DUTIES / RESPONSIBILITIES

1. Assisting with the development, maintenance, and enhancement of data reporting dashboards, including contributions to a Directorate-wide reporting hub.
2. Preparing data extracts, reports, and visualisations for operational and strategic reporting, including components of Monthly Reports.
3. Support the Assistant Director - Analytics in developing, updating and testing PowerBI dashboards and help maintain data definitions, metadata and documentation.
4. Undertake data cleansing, reconciliation and validation activities to support high data quality standards.
5. Helping present data in clear and engaging formats to support stakeholder understanding of key trends, issues, and performance measures.
6. Supporting engagement with stakeholders to clarify data requirements and ensure reporting outputs meet agreed needs.
7. Assisting in the documentation of requirements, assumptions, and reporting logic in line with Whole of Government standards.
8. Assisting the Senior Business Analyst with consultation, engagement, and activities aimed at improving data literacy across the Directorate.

REQUIRED SKILLS

- Demonstrated experience, or developing capability, in data analysis and reporting, particularly using tools such as Power BI.
- Ability to support senior analysts or business analysts by preparing data, visuals, and basic analysis.
- Sound research and analytical skills, with the ability to interpret data and identify basic trends or issues.
- Developing written and verbal communication skills, with the ability to explain data outputs clearly to non-technical audiences.
- Basic data management skills, including attention to data quality, accuracy, and appropriate handling of information.
- Knowledge of validating data using SQL and/or data validation techniques across ETL/ELT pipelines and analytical models.
- Knowledge of ICT industry best practice frameworks and methodologies (e.g ITIL, Agile), testing tools and test strategies.
- Demonstrates care and discretion when handling personal, sensitive, or confidential information.

- Demonstrated commitment to learning, continuous improvement, and the ACT Government Values of Respect, Integrity, Collaboration, and Innovation.

DESIRED SKILLS

- Experience or study qualifications in IT, computer science or data or a related discipline.
- Familiarity with cloud-based data or analytics environments (e.g. Azure), or a willingness to learn.
- Exposure to enterprise reporting or analysis services (e.g. Azure Analysis Services or similar).
- Knowledge of Power BI, including testing dashboards, datasets, and semantic models.

SELECTION CRITERIA

1. Demonstrated capability in data analysis and reporting, including experience or developing skills in tools such as Power BI (or similar), to produce clear and accurate reports or dashboards.
2. Ability to support business analysis and analytics activities, including assisting with data preparation, responding to data requests, and contributing to the delivery of operational and strategic reporting outcomes.
3. Sound research and analytical skills, with the ability to interpret data, identify basic trends or issues, and contribute insights to support evidence-based decision making.
4. Effective communication skills, both written and verbal, with the ability to present data and key messages clearly to non-technical stakeholders and work collaboratively across teams.
5. Commitment to learning, continuous improvement, and supporting change, including an interest in developing analytics capability within a digital transformation environment.

MANDATORY REQUIREMENTS

- Australian citizen or permanent resident.
- Prior to commencing this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 is required. For further information on Working with Vulnerable People registration refer to - [Apply for or renew a WWVP registration - Access Canberra \(act.gov.au\)](#)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Analytics Officer (position number PNXXX) 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	Occasionally

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)	Never
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	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)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

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+	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	Occasionally

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	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never