POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P72261

Division: Customer Data and Technology

Classification: Senior Information Technology Officer B (SITOB)

Business Unit: Strategic IT Asset Management

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

Position Title: Director - Platforms, Virtualisation and Infrastructure

Last Reviewed: August 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 Negative Vetting 1 (NV1) 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 as 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 by 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 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 and communications technology services
- service integration and management
- program and project management
- cyber, risk and governance
- strategic asset management
- data and artificial intelligence, including digital records.

BUSINESS UNIT OVERVIEW

The Strategic IT Asset Management Program (SAMP) Branch leads the coordination and oversight of ICT asset maintenance and renewal activities across the ACT Government. The branch adopts a whole-of-government portfolio approach to asset lifecycle planning, ensuring technology assets are managed in a structured, prioritised and sustainable manner.

The branch maintains a consolidated view of the ICT asset landscape, including current state maturity, risks, dependencies and investment priorities. This end-to-end visibility enables informed decision-making on asset renewal and supports the reliability, security and performance of critical government systems and services.

The branch is responsible for developing and implementing ICT asset management strategy, standards and governance frameworks, supported by clear reporting and assurance mechanisms. These provide transparency of portfolio performance, enable risk-based prioritisation, and promote consistent delivery outcomes across government.

Working in close partnership with Technology Services Branch, directorates and delivery partners, SAMP ensures asset lifecycle activities are aligned with operational support models, broader ICT strategies and capital investment programs. Through this integrated approach, SAMP reduces operational risk, improves asset management maturity and supports the long-term sustainability of government technology environments.

POSITION OVERVIEW

The Director of Platforms, Virtualisation and Infrastructure provides senior technical leadership for the Infrastructure stream within the Strategic Asset Management Program. The role leads complex infrastructure refresh and modernisation activities to reduce lifecycle, resilience, security and supportability risks across ACT Government technology environments.

The position guides infrastructure renewal across enterprise hosting, virtualisation, compute and related platform environments. It translates audit and discovery outcomes into practical delivery plans, shapes future-state hosting options, assesses consolidation opportunities, and aligns refresh activities with whole-of-government asset management, security, architecture and operational requirements.

The role oversees design, build, configuration, migration, testing, transition, decommissioning and operational handover activities. It works with Windows Server, Linux, Unix, appliance, cloud, network, facilities, architecture, project, vendor and operational stakeholders to coordinate dependencies, resolve technical issues and support consistent delivery outcomes.

The position ensures refreshed infrastructure is secure, resilient, supportable and ready for operational acceptance. It also contributes to infrastructure standards, lifecycle planning, evidence-based assurance and continuous improvement across the SAMP portfolio.

WHAT YOU WILL DO

Under the limited direction of the Senior Director, Networks and Infrastructure you will:

a. Lead and implement infrastructure technical delivery for approved SAMP refresh activities across platform, virtualisation, compute, hosting and related infrastructure environments.
b. Design, build, configure and validate refreshed enterprise infrastructure platforms that support secure, resilient and supportable hosting services.
c. Coordinate and undertake infrastructure deployment, migration, testing, cutover, remediation, decommissioning and operational readiness activities.
d. Provide technical analysis on platform utilisation, lifecycle status, capacity, renewal requirements, consolidation opportunities, resilience and future-state hosting options.
e. Develop and review technical documentation, implementation runbooks, test evidence, migration artefacts, operational readiness material, handover inputs and early-life support information.
f. Provide senior technical assurance and decision support, including reviewing design risks, validating implementation approaches, resolving technical issues and recommending practical options to support delivery outcomes.
g. This position may be required to participate in after-hours work.
h. This position involves direct supervision of staff and requires active collaboration, knowledge sharing and support to other team members.

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 senior-level experience leading and implementing enterprise infrastructure refresh, migration, transformation or platform modernisation activities involving virtualisation, hosting, compute or cloud-integrated platforms.
2. Demonstrated ability to design, build, configure, validate and transition enterprise hosting, virtualisation and compute platforms in complex ICT environments.
3. Demonstrated ability to coordinate and undertake infrastructure implementation, testing, migration, decommissioning, operational readiness and handover activities across technical, project and operational environments.
4. Demonstrated ability to assess platform utilisation, lifecycle status, capacity, consolidation opportunities, resilience, supportability and renewal requirements, and apply infrastructure standards, architecture principles, security requirements and operational acceptance criteria to support evidence-based assurance.

Behavioural Capabilities

5. Demonstrated ability to work collaboratively and communicate clearly across technical, project, operational, vendor and stakeholder groups to deliver shared outcomes.
6. Demonstrated ability to exercise sound judgement, manage competing priorities and escalate issues that may affect delivery, safety, quality or operational readiness.
7. Demonstrated behaviours consistent with the ACTPS values of respect, integrity, collaboration and innovation.

Compliance Requirements

- This role is a Position of Trust and requires you to obtain and maintain an Australian Government NV1 security clearance, or be prepared to transfer an existing security clearance, which will be sponsored by the Digital Canberra Directorate. If you are not successful in obtaining a Security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated. To be eligible for an NV1 security clearance, you must be an Australian citizen
- Experience delivering infrastructure refresh, migration or data centre transition activities within large enterprise or government environments is highly desirable.
- Experience with enterprise backup, recovery, disaster recovery, monitoring and automation tooling in virtualised or private cloud environments is highly desirable.
- VMware Certified Professional, Data Center Virtualization (VCP-DCV), VCP-VVF Administrator or Support, or VCP-VCF Administrator certifications are highly desirable.
- Understanding of, or certification in, IT service management principles and frameworks, such as ITIL, is desirable.
- A current driver licence is highly desirable because the role may require travel to ACT Government sites or data centre environments.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role Director - Platforms, Virtualisation and Infrastructure (P72261) and indicates how frequently each requirement would be performed. 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
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 (ADOs)	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+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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, for example forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
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