



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P51890

Division: Customer, Data and Technology

Classification: Senior Information Officer
Grade C

Business Unit: Technology Services Branch,
Cloud and Platform Services

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

Position Title: Senior Windows Server
Specialist

Last Reviewed: April 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 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 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

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 Windows Server Specialist provides technical administration, support and continual improvement for ACT Government Windows server environments and associated Windows-based infrastructure services across internal and approved externally hosted environments.

Working under limited direction, the role is responsible for the operational support, fault diagnosis, remediation, maintenance, automation and documentation of Windows server platforms. The role provides specialist technical advice, contributes to project delivery and service uplift activities, and supports the ongoing reliability, security and supportability of Windows-based services used across government.

The role works closely with adjacent specialist teams responsible for enterprise identity strategy, end-user computing, M365 services, network infrastructure, Unix platforms, and database administration.

WHAT YOU WILL DO

Under the limited direction of the Director of Windows Server Support you will:

1. Provide senior technical administration and support for enterprise Windows Server operating systems and associated Windows-based infrastructure services, including DNS, DHCP, clustering, IIS, and enterprise administration, monitoring and support tools.
2. Perform operational maintenance, monitoring, patching, upgrade planning, fault diagnosis, root cause analysis and remedial action to maintain secure, stable and supportable Windows Server services.
3. Develop, maintain and improve PowerShell-based automation, technical standards, standard operating procedures and documentation to support consistency, efficiency, service quality and supportability.
4. Provide specialist technical advice and contribute to projects and service improvement initiatives involving Windows Server platforms, including implementation, testing, transition, support readiness, risk identification and practical remediation planning.
5. Work collaboratively with adjacent specialist teams, vendors and stakeholders, and contribute to incident, problem and change management processes in accordance with ACT Government standards, including reviews, reporting and continuous improvement activities.
6. Maintain a strong customer service focus and provide technical leadership, task coordination, mentoring, knowledge sharing and clear, practical advice to team members, support partners, customers, stakeholders and management.

7. This position may be required to participate in an after-hours on-call roster.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated senior experience administering and supporting enterprise Windows Server environments in a large, complex and regulated organisation, including server build, configuration, maintenance, operational support, performance optimisation and service resilience.
2. Demonstrated specialist knowledge of core Windows Server technologies and services, including Microsoft Windows Server, Active Directory Domain Services, Group Policy, DNS, DHCP, Failover Clustering, IIS, and Windows-based services hosted in physical and virtualised environments.
3. Demonstrated experience in Windows Server security, hardening and lifecycle management, including patching, vulnerability remediation, security baseline compliance, version currency planning, and support for backup, recovery and disaster recovery arrangements.
4. Demonstrated ability to develop, maintain and improve automation and configuration consistency for Windows Server services using PowerShell and other appropriate administration tooling.
5. Demonstrated ability to diagnose and resolve complex technical issues in production Windows Server environments, including monitoring, root cause analysis, problem management, implementation of sustainable remedial actions, and the development of technical documentation, standards, operational procedures and support practices that improve service quality and supportability while working effectively with adjacent specialist teams.

Behavioural Capabilities

1. Demonstrated commitment to high-quality, client-focused service delivery, including a proactive approach to service improvement, responsiveness, and achieving practical outcomes in support of business needs.
2. Demonstrated ability to contribute positively to team capability through collaboration, mentoring, knowledge sharing and the provision of technical guidance and support to others.
3. Demonstrated ability to work under limited direction, set priorities, exercise sound judgement, make evidence-based decisions, and operate with integrity, professionalism and accountability while managing competing demands in a complex operational environment and working within relevant governance frameworks.
4. 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.

Compliance Requirements/Qualifications

1. This is a position of trust and requires the successful applicant to be an Australian citizen and possess or acquire and maintain a security clearance at the Australian Government Security Vetting Agency Negative Vetting 1 (NV1) level as an eligibility qualification for the position.
2. Driver's license C Class is essential.
3. Relevant tertiary qualifications in computer science, information technology, engineering, or a related discipline would be desirable.

4. Current Microsoft role-based certifications relevant to Windows Server administration or hybrid infrastructure would be highly desirable.
5. Understanding of, or certification in, IT service management principles and frameworks, such as ITIL, is desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role Senior Windows Server Specialist (P51890) 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	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	Never