



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P23085

Division: Customer, Data and Technology Group

Classification: Information Technology Officer Grade 2

Business Unit: Technology Services Branch,
Corporate Application Section

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

Position Title: Oracle System Analyst Programmer

Last Reviewed: June 2026

Position Requirements: This position does not have an Australian Government Security Vetting Agency (AGSVA) security clearance requirement.

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

The **Customer, Data and Technology Group** 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

The Technology Services Branch (TSB) implements and manages the ACT Government's information technology systems, communications services and core technology solutions that underpin service delivery across the ACT Government. This includes the network capabilities that form the bedrock of everything done in government. We engage with directorate partners to administer and support their business systems if necessary, and we also provide advice on anything related to ICT and new technologies.

POSITION OVERVIEW

As part of the Oracle E-Business Technical Team, the Systems Analyst Programmer will undertake system analysis, application development and system support activities related to the E-Business Suite (EBS) application in an Information Technology Infrastructure Library (ITIL) environment.

WHAT YOU WILL DO

1. Analyse and resolve issues related to an Enterprise Resource Planning (ERP) platform.
2. Undertake system analysis, specification, development, testing, documentation and reporting as required.
3. Undertake and maintain technical and user documentation and upkeep of the ERP document repository.
4. Provide 2nd tier support for the ERP platform by supporting users who are having trouble logging in to the application or printing from the application. Troubleshoot reported issues and assist with interpreting application errors.
5. Liaise with ICT technical teams and Business Support Teams for support as required.
6. Coordinate, initiate and test applications as part of the regular monthly maintenance tasks.
7. This role may be required to participate in an after-hours on-call roster.

WHAT YOU REQUIRE

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

Capabilities

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge of, or the proven ability to quickly learn an Enterprise Resource Planning (ERP) platform such as Oracle E-Business Suite.
2. Demonstrated experience in using Structured Query Language to construct queries for data extraction from multiple database tables with proficiency in SQL, PL/SQL and Unix Shell scripting.
3. Knowledge of ICT services and processes and the ability to provide support to users utilising Information Technology Infrastructure Library (ITIL) fundamentals.
4. Knowledge of, or the proven ability to quickly learn Information Technology Service Management (ITSM) tools, such as Service Now or equivalent.

Behavioural Capabilities

5. Excellent written and verbal communication skills.
6. Excellent interpersonal skills and maturity to relate to staff at all levels within the organisation.
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.

Compliance Requirements / Qualifications

- This role requires a pre-employment National Police Check
- Tertiary qualifications in a relevant STEM field such as Software Engineering or relevant 'Oracle Certified' certifications and training would be highly advantageous.
- Possessing an Infrastructure Technology Information Library (ITIL) Foundation Certificate or experience working in an ITIL environment is highly desirable.
- Tertiary qualifications in Information Technology or a related field is desirable.
- Experience working in a service desk or end-user support role is desirable
- A current class C drivers license is desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of System Analyst Programmer (P23085) 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	Never
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	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
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