



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P13523

Division: Customer, Data and Technology

Classification: ITO2

Business Unit: Networks, Communication Services and Facilities

Location: Gungahlin (Winyu House) with hybrid working arrangements

Position Title: Voice Technician

Last Reviewed: Sep 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 Baseline 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 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 support all of the digital capabilities delivered by Digital Canberra, delivering key strategic technology investment priorities, and providing strategic direction, policy, and standards for Whole of Government ICT.

POSITION OVERVIEW

The Voice Technician is responsible for providing Unified Communications technical support for operational and project related activities for the ACT Government telephone, contact centre, collaboration and telecommunications services.

WHAT YOU WILL DO

1. Assist with day-to-day administration and support tasks on the Cisco (or equivalent) telephone, contact centre, collaboration and telecommunications carrier services.
2. Assist with day-to-day troubleshooting and maintenance of the ACT Government telephone, contact centre, collaboration and telecommunications carrier services.
3. Manage ordering and dispatch of various types of communication hardware, including devices and mobility services.
4. Input into change management processes relating to telephony issues and projects.
5. Maintain documentation and records for configuration of services, knowledge articles and billing records.
6. This position may be required to participate in an after-hours on-call roster.
7. This position does not involve direct supervision of staff but will be required to provide skills transfer and mentoring to colleagues on a broad range of networking technologies.

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 managing Cisco telephone and contact centre platforms.
2. Experience installing, configuring and maintaining Cisco collaboration devices and applications.
3. Demonstrated high level attention to detail, including the ability to accurately clarify, check and record information.

Behavioural Capabilities

4. Sound organisational skills, including the ability to effectively self-manage and prioritise competing tasks and demands within a flexible team environment, to meet strict deadlines.
5. Ability to communicate effectively (both in writing and verbally) with staff at all levels and focus on customer needs and satisfactory outcomes.
6. Well-developed liaison and influencing skills, including developing and maintaining productive working relationships with team members and stakeholders, to ensure the technical aspects of the business operations support are met.
7. Analytical thinking to gain an understanding of underlying causes and find workable solutions and options to a range of problems.
8. Demonstrated understanding of Work, Health and Safety (WHS) and displays behaviours that are consistent with the ACTPS values of Respect, Collaboration, Integrity, and Innovation.

Compliance Requirements / Qualifications

- 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 Baseline level as an eligibility qualification.
- A class C or equivalent driver's license is essential.
- This position may require a Working with Vulnerable People 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 of Voice Technician (position number 13532) 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	Occasionally
Graphical/analytical based	Occasionally
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	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Occasionally

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	Never

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	Never

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	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