



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P00777

Division: Customer, Data & Technology

Classification: SITOB

Business Unit: Customer Engagement Services Branch

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

Position Title: Director, ServiceNow Architecture & Support

Last Reviewed: June 2026

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

Customer Engagement Services Branch provides a range of ICT services across ACT government, including the ICT Service Desk, asset and service lifecycle management, and problem, change, and incident management. We also provide support and advice to ACT Government directorates through embedded ICT teams.

POSITION OVERVIEW

The Director, ServiceNow Architecture & Support, will lead the Platform Architecture and Support pillar for Digital Canberra's enterprise service management platform (ServiceNow). You are accountable for the platform's technical integrity, reliability, security, and scalability - ensuring it operates as a secure, high-performing shared service that enables consistent service experiences across ACT Government.

Working as a peer to the Directors of Design & Engagement and Development, and reporting to the Senior Director, Enterprise Service Management Platform, you will set and enforce platform architecture and engineering standards, oversee platform operations and lifecycle (including releases and upgrades), and provide authoritative technical governance to enable sustainable delivery outcomes. You will partner closely with cyber security, enterprise architecture, infrastructure, and delivery stakeholders to reduce technical debt, manage risk, and maximise value from the platform investment.

WHAT YOU WILL DO

Under the broad direction of the Senior Director, Enterprise Service Management Platform you will:

1. Define and maintain the ServiceNow platform architecture, including instance strategy, integration patterns, and data standards, and establish enforceable technical guardrails to ensure solutions are scalable, maintainable, and aligned to enterprise architecture.
2. Lead technical governance for the platform, reviewing solution designs, managing exceptions, and ensuring delivery teams comply with standards and approved patterns.
3. Lead a team to deliver platform sustainment and continuous improvement, including platform health and performance monitoring, environment management, incident/problem escalation, knowledge management, and supplier/partner oversight as required.
4. Manage the platform lifecycle, including release controls, upgrade planning and execution, and remediation of defects and technical debt, ensuring deployments protect production integrity and minimise service disruption.
5. Maintain the platform security posture, including access and role model governance, security hardening controls, auditability/log review coordination, and secure integration assurance in partnership with cyber security and risk stakeholders.
6. Actively contribute to the Directorate by participating in workgroups and meetings as required, undertaking other duties commensurate with level, and promoting workplace equity and diversity.

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. Proven leadership and governance capability, including leading specialist teams, influencing peer leaders, managing vendors/partners, and operating effectively in a regulated/public sector environment.
2. Strong understanding of cyber security and access control concepts relevant to ServiceNow (role/ACL models, privileged access, auditing/logging, hardening) and experience partnering with security teams to meet compliance obligations.
3. Experience designing and governing integrations (APIs, middleware, IntegrationHub or equivalent), and establishing secure, supportable integration patterns across enterprise systems.
4. Deep knowledge of ServiceNow platform capabilities and architecture (instance strategy, data models, configuration standards, performance and maintainability) and the ability to set and enforce technical standards.
5. High-level experience in enterprise ICT/platform engineering roles, including substantial hands-on experience with ServiceNow platform architecture and/or administration in a complex environment.

Behavioural Capabilities

1. Leads and manages people.
2. Exemplifies integrity.
3. Cultivates productive working relationships.
4. Achieves results.
5. Shapes strategic thinking.

Compliance Requirements

1. Qualifications in an Information Technology discipline will be highly regarded.
2. Current Certified ServiceNow Administrator credentials will be highly regarded.
3. Current ServiceNow Certified Technical Architecture credentials, or substantial progress towards certification, will be highly regarded.