



Directorate: ACT Education Directorate	Position Number: P64579
Division: Infrastructure and Digital Services	Classification: ASO4
Business Unit: Digital Strategy, Services & Transformation	Location: Stirling
Position Title: Information Technology Officer	Last Reviewed: 02 July 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

The Education Directorate is responsible for early childhood education and care, and school education in the ACT. The Directorate provides school education services to children and young people both directly through public schools and indirectly through regulation of non-government schools and home education.

Our vision is that we will be a leading learning organisation where people know they matter. We focus on creating capable, resilient, and active citizens by placing students at the centre, empowering learning professionals, building strong communities, and systems that support learning.

The Directorate is committed to building a culturally diverse workforce and an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

BUSINESS UNIT OVERVIEW

Digital Strategy, Services & Transformation (DSST) Branch provides services to the Directorate in identifying, developing, and managing appropriate information and technical resources for corporate and school staff. This includes managing and providing advice on records, copyright, and ICT programs, teaching, and learning systems, business and administration systems and relevant policies and procedures.

POSITION OVERVIEW

Our ideal candidate has experience in providing administrative and ICT support in a busy corporate environment. The ability to deliver excellent customer service and provide day-to-day support across the

team is critical to this role. You will have excellent organisational skills and enjoy helping others. You will be familiar with providing first point of contact support to customers, as well as responding professionally and efficiently to general enquiries.

You will be flexible, motivated and capable of prioritising your work. Having the ability to form productive working relationships with colleagues and stakeholders should be a core professional strength. Our ideal candidate will take ownership of their work and will have demonstrated the ability to work productively as part of a team.

Note: A merit pool will be established from this selection process and may be used to fill similar vacancies over the next 12 months.

DUTIES / RESPONSIBILITIES

1. Working under the general direction of the IT Asset Manager and providing ITIL Service Management best-practice principles to support the Digital Strategy, Services and Transformation branch in the provision of a service culture, ensuring that teachers, school staff and students at ACT public schools are at the centre of our enabling services.
2. Providing efficient and professional ICT support services to ACT public schools and other Education staff. Managing third-party requests with key partners, suppliers and vendors. Triaging the requests and issues assigned to you and ensuring priority issues are escalated appropriately and in a timely manner.
3. Managing a range of day-to-day administrative tasks to support the team, demonstrating initiative and a consistent professional approach to service delivery.
4. Arrange and enact delivery of devices to schools and coordinate the collection of returned devices, liaising with schools.
5. Maintaining accurate asset records and advise on counts of devices and needs for refreshes.
6. Conducting basic software and hardware repairs on devices and arranging repairs under warranty.
7. Consistently model and demonstrate the ACT Government Respect, Equity and Diversity Framework and lead safe work practices that are in accordance with Cultural Integrity and the Directorate's Work Health and Safety policies, procedures and roles and responsibilities.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

1. Demonstrated ability to multi-task and work as part of a team, with strong time management and prioritisation skills to achieve deliverables for a range of systems, devices, and programs.
2. Experience in, or an aptitude for, processing service requests and related administrative tasks in a timely manner.
3. Highly developed customer service, verbal and written communication skills enabling effective liaison with stakeholders, including third-party suppliers, hardware vendors and delivery agents.
4. Practical experience handling data and the ability to manipulate and analyse data.

5. The capacity, and a willingness, to physically move hardware devices, within safe working limits and adhering to OHS requirements.
6. Experience maintaining laptop devices, including Chromebooks.

MANDATORY REQUIREMENTS

7. Working With Vulnerable People check
8. Driver's licence and access to a private vehicle

HIGHLY DESIRABLE

9. Experience with Atlassian Jira platform and or other service ticketing software
10. Experience maintaining ICT laptop devices.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Information Technology Officer 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	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
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	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
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	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Frequently
Climbing	Never
Reaching	Occasionally
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

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	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never