



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Numbers: P12131

Division: Customer, Data and Technology Group

Classification: Information Technology Officer Class 2

Business Unit: Customer Engagement Services Branch

Location: 220 London Circuit & various locations (2 Constitution Ave, Civic - Alexander Maconochie Centre, Hume – 4 Knowles Place, Civic and work from home)

Position Title: ICT Support Officer

Last Reviewed: July 2026

Position Requirements: N/A

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** 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 role of the ICT Support Officer is to provide first and second level ICT support for the Justice and Community Safety Directorate. You will also contribute to ICT projects along with lifecycle management and technical support for business systems.

WHAT YOU WILL DO

1. Provide ICT support (remote and on-site), maintenance, fault diagnosis, identification and implementation of remedial actions including the monitoring and reporting of ICT business (application) systems in an Information Technology Infrastructure Library (ITIL) environment.
2. Use ServiceNow - an Information Technology Service Management (ITSM) tool - to manage, prioritise and action ICT related requests on behalf of the Directorate by following correct procedures and processes.
3. Provide high level customer service to clients and collaborate with team members, technical teams, Directorate stakeholders and vendor partners to ensure services are provided to meet or exceed customer expectations.
4. Analyse and implement improvements to existing business systems and processes, by creating and maintaining quality management processes and documentation.

5. Perform asset management lifecycle related tasks, by planning and implementing refresh activities, perform asset moves and collections, assist with WHoG hardware and software initiatives.
6. Support the Assistant Director-ICT JACS in the implementation of Tier 3 project tasks and lifecycle management of JACS critical business systems.

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. Knowledge of the ITIL framework, a set of detailed practices for IT service management.
2. Experience in use of ITSM tools, such as ServiceNow or similar.
3. Technical knowledge and experience in providing ICT support to business (application) systems in a large/complex ICT environment.
4. Experience in asset management lifecycle: hardware, software and business systems.

Behavioural Capabilities

1. Ability to manage multiple tasks, prioritise competing deadlines and deliver agreed business outcomes within a team environment.
2. Ability to establish and maintain effective and diverse business partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness and influence.
3. Analytical thinking and problem-solving skills to identify and analyse issues or problems and develop effective solutions in line with the team's objectives and customer's needs.
4. Ability to work autonomously to proactively contribute to the team's effectiveness within a team environment focusing on customers' needs and satisfaction.
5. Well-developed verbal and written communication skills, including a high level of attention to detail and a strong ability to effectively liaise with a range of stakeholders (team members, Directorate stakeholders, technical teams and vendor partners).

Compliance Requirements / Qualifications

1. This position does not require a pre-employment medical.
2. Driver's license class C is preferred.
3. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of ICT Support 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	Frequently
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)	Occasionally
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	Never
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	Frequently
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	Occasionally