



POSITION DESCRIPTION

Directorate: Digital Canberra (DCBR)

Position Number: P44155

Division: Customer, Data & Technology Group

Classification: ITO2

Business Unit: Customer Engagement Services
Branch

Location: ESA ICT Fairbairn

Position Title: Voice and Telecommunications
Officer

Last Reviewed: March 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 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 position is part of a team working with the Emergency Services Agency (ESA) embedded team to achieve business strategies through effective management of ICT infrastructure, resources and systems. This role provides technical support for the voice and telecommunication systems applications and infrastructure.

WHAT YOU WILL DO

1. Provide technical support and assistance to ESA through the maintenance and diagnosis of hardware, electronics, systems and software problems, with particular emphasis on specialist PABX, voice, voice recording, telecommunications services and audio systems.
2. Provide hardware and application services to support ESA technologies E.g. system monitoring, reporting, technical documentation, operating system updates, software upgrade management, data extraction, access management and participation in the ITIL processes of change, incident and problem management for the following:
 - a. Communications Centre (ComCen) facilities, workstation/desk ICT configuration and consoles
 - b. PABX, call management and voice recording systems
 - c. Audio management units and related audio-visual equipment
 - d. Server based applications and databases
 - e. Web and client-based software
3. Liaise with ESA, DOTS and external service providers, vendors and stakeholders on the provision and maintenance of new and existing IT services, with particular emphasis on specialist voice, telecommunication and audio systems.
4. Provide first and second level ICT technical support, advice and problem resolution for customers over the phone, by email and face to face for Emergency Services Environments, with particular emphasis on specialist voice, telecommunication and audio systems.
5. Maintain an awareness of market trends, emerging tools, digital strategies and technologies in order to advise ESA on technological risks or directional change that may impact service delivery.
6. Undertake project related activities, individually or as a team member.

7. Participate in the 24/7 oncall roster providing first and second level technical support to critical ESA sites, vehicles, Communication Centre systems and facilities. Liaise with 3rd level support vendors as required.
8. This position does not involve direct supervision of staff.

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. Experience in PABX, voice, voice recording, telecommunications services and audio systems would be desirable.
2. Knowledge of Information Technology Infrastructure Library (ITIL) framework would be highly advantageous.

Behavioural Capabilities

1. Proven ability to build effective professional relationships, in order to work collaboratively and provide high quality service in line with the team's objectives and customer needs.
2. Sound organisational skills, including the ability to effectively manage multiple tasks and determine priorities to deliver outcomes.
3. Analytical and problem resolution skills to identify and analyse issues or problems and develop effective solutions to meet business objectives and resolve immediate technical problems.
4. Sound interpersonal skills with the ability to liaise with internal/external staff and vendors and provide clear customer focused oral and written communication.

Compliance Requirements / Qualifications

1. Qualifications or certifications in Electronics and/or Networks, in particular voice services would be desirable.
2. A current ACT Government CMTEDD issued Personnel Vetting Program certificate (Baseline clearance equivalent) is required for this position, or the ability to obtain and maintain one.
3. Driver's license class C is essential.
4. This position **does** require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Voice and Telecommunications Officer (position number P 44155) 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

*Note: the position works in an Activity Based Work (ABW) environment. Under ABW arrangements, staff do not have a designated workstation/desk.

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	Never
Access to Accrued Days Off (ADOs)	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Frequently
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)	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
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	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Occasionally

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