



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P53700

Division: Digital Health Group

Classification: SITOC

Business Unit: Technology Operations –
Technical Services Hub

Location: 2-6 Bowes St, Phillip ACT 2606

Position Title: Technical Specialist, Data
Infrastructure and Platforms

Last Reviewed: July 2026

Position Requirements:

Note: The position requires the successful applicant to be an Australian citizen and possess or acquire and maintain a security clearance at the Negative Vetting 1 (NV1) level as an eligibility qualification for the position. If 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

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the [Digital Health Strategy](#)
- management of technology services and projects
- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures
- information management
- protective security.

BUSINESS UNIT OVERVIEW

Technology Operations

The Technology Operations Branch is responsible for the delivery and operation of technology services to Canberra Health Services and Health and Community Services Directorate, our patients, stakeholders, and partners. We are also together with outsourced service providers responsible for managing the Health Enclave which hosts digital health systems in the ACT. Our services cater to all types of health-related technology including patient monitoring equipment, clinical business applications and critical communications and infrastructure.

POSITION OVERVIEW

The Technical Specialist, Data Infrastructure and Platforms provides specialist technical expertise to support the administration, maintenance, monitoring and troubleshooting of critical data infrastructure and platform services across the ACT public health system.

The role supports modern cloud-based data integration and transformation platforms, SQL database services, automated operational processes and Epic EMR related ETL services. The position works in a critical operational environment, requiring strong technical judgment, problem-solving capability, documentation discipline and the ability to collaborate with technical teams, business stakeholders and third-party vendors to maintain stable, secure and reliable services.

WHAT YOU WILL DO

1. Administer, maintain and support on-premises and cloud-based data platforms, including Epic EMR ETL Consoles, Microsoft Fabric, Microsoft Data Factory and Microsoft Azure Synapse, as well as associated data pipelines, scheduled jobs, automated processes and monitoring tools, ensuring day-to-day stability, performance, operational reliability and effective troubleshooting and recovery for critical data transfers.
2. Provide advanced operational support for SQL database services supporting 24*7 critical systems, including complex troubleshooting, performance monitoring, backup and restore processes, access management, routine maintenance, incident resolution and root cause analysis.
3. Coordinate the technical implementation of approved changes and releases, including the safe deployment of technical updates through source control and CI/CD practices, validating outcomes and minimising disruption to operational continuity.

4. Develop and maintain accurate technical documentation, including standard operating procedures, run-sheets and configuration records, while working independently and collaboratively with technical teams, business stakeholders and third-party vendors to resolve technical issues and improve service reliability.
5. Undertake other duties appropriate to this level of classification that contribute to the division or directorate.
6. This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated ability to administer, maintain and independently troubleshoot data platforms and databases in a critical operational environment.
2. Demonstrated proficiency in SQL and practical experience performing database administration tasks, including performance monitoring, backup and restore execution, access management and complex troubleshooting.
3. Demonstrated ability to configure and manage monitoring tools, job scheduling and automated operational processes, including the ability to investigate complex technical failures and apply sound technical judgment to restore services.
4. Proven ability to operate within structured support frameworks, such as ITSM or ITIL, to manage incident escalation, problem resolution, change management and service continuity.
5. A minimum of five years' practical experience in a relevant ICT role and a tertiary qualification in a relevant ICT field are highly desirable.

Behavioural Capabilities

1. Highly developed written and verbal communication skills, including the ability to translate moderately complex technical issues into practical advice for non-technical stakeholders.
2. Strong collaboration skills, including the ability to work effectively with internal technical teams, business stakeholders and third-party vendors to understand requirements and resolve technical problems.
3. Demonstrated ability to work autonomously under limited supervision, manage competing short-term technical priorities and make sound decisions in an operational environment supporting critical applications.
4. A proactive approach to continuous improvement, including the ability to evaluate existing processes, adapt to new platforms and implement technical improvements that enhance system reliability.
5. Demonstrated commitment to Work Health and Safety and behaviours consistent with ACT Government values of respect, collaboration, integrity and innovation.

Compliance Requirements

1. Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
2. The position requires the successful applicant to be an Australian citizen and possess or acquire and maintain a security clearance at the Negative Vetting 1 (NV1) level as an eligibility qualification for the position. If screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.