POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P26236

Division: Customer, Data and Technology Group

Classification: SITO B

Business Unit: Technology Services Branch, Corporate Application Section

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

Position Title: Senior Oracle Technical Analyst

Last Reviewed: Oct 2026

Position Requirements: This position does not have an Australian Government Security Vetting Agency (AGSVA) security clearance requirement.

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

The Technology Services Branch (TSB) implements and manages the ACT Government's information technology systems, communications services and core technology solutions that underpin service delivery across the ACT Government. This includes the network capabilities that form the bedrock of everything done in government. We engage with directorate partners to administer and support their business systems if necessary, and we also provide advice on anything related to ICT and new technologies.

POSITION OVERVIEW

As part of the Oracle E-Business Technical Team, the Senior Oracle Technical Analyst provides advanced technical expertise to support and maintain Oracle E-Business Suite (EBS), a business-critical platform underpinning finance, procurement and other corporate services across the ACT Government.

The role is responsible for complex system analysis, application development, integration, troubleshooting and support activities within an ITIL environment, ensuring the ongoing stability, security and sustainability of the Oracle EBS platform.

WHAT YOU WILL DO

1. Provide advanced technical support, analysis and troubleshooting for Oracle E-Business Suite (EBS) applications, customisations, integrations and associated technologies.
2. Configure, support and enhance Oracle EBS modules and related reporting solutions, ensuring platform stability, performance and alignment with business requirements.
3. Analyse business and technical requirements and undertake solution design, development, configuration, testing, deployment and documentation in accordance with ICT and Oracle best practices.
4. Investigate and resolve complex incidents, problems and system issues, providing expert technical advice to stakeholders and technical teams.
5. Develop and maintain application extensions, personalization, interfaces, reports and integrations using Oracle development tools and frameworks.
6. Collaborate with business stakeholders, vendors and ICT teams to deliver system enhancements, upgrades, maintenance activities and strategic initiatives.
7. Develop and maintain technical documentation, knowledge articles and support processes, contributing to knowledge retention and continuous improvement.
8. Mentor team members and contribute to capability development, knowledge transfer and succession planning within the Oracle Development team.
9. This role may be required to participate in an after-hours on-call roster.

WHAT YOU REQUIRE

The information below describes the capabilities required to perform the duties and responsibilities of the position.

Capabilities

Professional / Technical Skills and Knowledge

1. Demonstrated experience supporting, developing and maintaining enterprise applications, preferably Oracle E-Business Suite (EBS) or similar ERP platforms.
2. Demonstrated experience in system analysis, solution design, application development, testing, troubleshooting and support within a complex ICT environment.
3. Experience with Oracle development technologies and database concepts, including SQL and PL/SQL, with the ability to analyse, investigate and resolve complex technical issues.
4. Demonstrated understanding of application integrations, reporting solutions and system enhancement activities, with the ability to translate business requirements into effective technical outcomes.
5. Knowledge of ICT service management practices and processes, including experience working within an ITIL-aligned environment.

Behavioural Capabilities

6. Well-developed analytical, problem-solving and decision-making skills, with the ability to manage competing priorities and deliver outcomes in a complex environment.
7. Strong communication, stakeholder engagement and relationship management skills, including the ability to collaborate effectively with technical and non-technical audiences.
8. Demonstrated ability to work independently and as part of a team, including mentoring colleagues, sharing knowledge and contributing to a positive team culture.
9. Demonstrated understanding of Work Health and Safety (WHS) obligations and a commitment to the ACTPS values of Respect, Integrity, Collaboration and Innovation.

Compliance Requirements / Qualifications

- This role requires a pre-employment National Police Check
- Oracle certifications, Oracle E-Business Suite experience, or equivalent ERP platform experience are highly desirable.
- Tertiary qualifications in Information Technology, Computer Science, Software Engineering or a related discipline are highly desirable.
- Possessing an Infrastructure Technology Information Library (ITIL) Foundation Certificate or experience working in an ITIL environment is highly desirable.
- Experience working in a service desk or end-user support role is desirable
- A current class C drivers license is desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Oracle Technical Analyst (P26236) 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

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
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	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)	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	Never

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	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	Occasionally
Exposure to potentially distressing case material	Never

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