



POSITION DESCRIPTION

Directorate: Digital Canberra

Division: Digital Health Group

Business Unit: Future Capability

Position Number: P61335

Classification: ITO2

Location: Hybrid working arrangements (2-6 Bowes St, Phillip and work from home)

Position Title: Project Portfolio Support Officer **Last Reviewed:** 19 June 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

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 (DHG) 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

Future Capability

The Future Capability Branch is responsible for the development and implementation of the [ACT Digital Health Strategy](#), engagement with clinical and support areas to identify technology solutions to enhance the quality and efficiency of patient-centred care, and ensuring the operations of the Division occur within a robust governance framework. The Branch is comprised of multiple teams who are actively delivering new or improved technology capability across ACT's health services. We are responsible for reporting services, the ongoing maintenance and continuous improvement of data products in the Enterprise Data Platform, and we provide comprehensive data management services.

POSITION OVERVIEW

The Project Portfolio Support Officer reports to the Director, Portfolio Management (PMO) and is jointly responsible across the Project Portfolio and coordination activities, and Project delivery to the assigned Project Manager.

Within the Project Portfolio Management Office, they will work to support project outcomes, by ensuring the PMO is able to effectively track, monitor and report on project activities. They will apply project management knowledge and skills to effectively liaise with delivery teams and have a willingness to learn through experience.

Within Project Delivery under the assigned Project Manager, they will assist with the development and implementation of successful projects; including preparing project documentation, contributing to project practices such as risk and issue resolution and project scheduling, support communication and stakeholder engagement, analysis, planning, and ongoing monitoring of project deliverables.

WHAT YOU WILL DO

- Monitor and manage the flow of information and requests to ensure timely response and approval for project assurance activities. This includes acting as a reference point for PMO queries and information.
- Coordinate, prepare and monitor regular weekly and monthly reporting requirements for the portfolio of work including communicating to project teams and assisting with training requirements and information sessions.
- Support and enable the establishment of new processes, standards, frameworks and templates in alignment with best practice principles.
- In conjunction with the project manager, manage the analysis, planning, development and implementation of digital health projects.
- Provide administrative support for projects, such as preparing and maintaining project documentation and minute taking.
- Provide project and secretariat support to projects including procurement, invoicing, recruitment and governance processes.

- Liaise with vendors, staff, managers and key stakeholders as well as conduct and participate in meetings, such as key assurance activities.

WHAT YOU REQUIRE

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

Desirable

- Tertiary qualifications (or equivalent) in Project Management.

Behavioural Capabilities

Use the relevant classification stream of the [ACTPS Shared Capability Framework](#), including the ACTPS Personal Mastery Capabilities, as well as the ACT Government [Work Level Standards](#) to inform these.

- Strong organisational and prioritisation skills.
- Strong interpersonal and communication skills.
- Good writing skills.
- Willingness to learn through team and work experiences

Compliance Requirements

- Undergo a pre-employment National Police Check.
- This role may require you to obtain and maintain an Australian Government Negative Vetting Level 1 (NV1) Security Clearance, which will be sponsored by the Digital Canberra Directorate. In order to be eligible for NV1 Security Clearance, you must be an Australian citizen. If you are not successful in obtaining a security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated.
- This position *does not* require a pre-employment medical
- This position *does not* require a Working with Vulnerable People Check.

Selection Criteria

1. Experience in project team roles, preferably in an information technology and/or health setting.
2. High level written and oral communication skills and liaison skills, including the ability to accurately record information, minute taking and prepare and maintain project documentation.
3. Demonstrated ability to work independently and in a team with excellent time management and organisational skills.
4. Demonstrated ability to set priorities and meet deadlines to meet the objectives of the business area.
5. Demonstrated ability and knowledge to use technology, such as Jira, Smartsheet, Snow, and the Microsoft Office Suite (Word, Outlook, Excel and Project).
6. Demonstrates a commitment to work, health and safety (WH&S) and displays behaviour consistent with the ACT Public Service Values and Signature Behaviours.