



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P12867

Division: Customer, Data and Technology

Classification: ITO1

Business Unit: Customer Engagement Services Branch

Location: Hybrid working arrangements (220 London Circuit, Civic ACT and work from home)

Position Title: ICT Operation Services Support Officer

Last Reviewed: July 2025

Position Requirements: No requirements for this position.

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

Customer, Data and Technology Group is responsible for managing and maintaining the ACT Government's business systems and digital government services and ensuring they are easy, efficient, and safe for ACT public servants and the ACT community to use.

The group has a wide range of responsibilities that include managing the ACT Government's Information Communications Technology (ICT) infrastructure, front line ICT service support, ICT

project delivery, cyber security, strategic asset management, digital records, and data and artificial intelligence (AI) operations and policies.

BUSINESS UNIT OVERVIEW

Customer Engagement Services

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

This position works within the Digital Canberra Directorate (DCBR) ICT Team and is responsible for the ongoing management of the Directorate and Public Authorities & Territory Owned Corporations (PATOCs) ICT Business Systems, system life cycle management, associated interfaces and other essential ICT support services. The role ensures strategic alignment to the Directorate, DCBR and ACT Government initiatives. This requires liaison and negotiation with relevant stakeholders. The role supports the advancement of technology within the Directorate, including supporting whole of government projects, operational support, business systems and providing strategic ICT knowledge in line with business objectives.

WHAT YOU WILL DO

1. Provide technical support in coordinating, actioning and monitoring ICT service requests.
2. Provide business system support for on-line maintenance, fault diagnosis and the identification and implementation of remedial action including monitoring and reporting as required.
3. Assist in the support, maintenance and fault diagnosis of business application systems, including integration with other business systems.
4. Assist and provide support to the DCBR Service Assurance assets team with lifecycle management of CMTEDD ICT assets.
5. Work as a team member, assisting to ensure that the quality of service delivered to clients meets or exceeds expectations as well as liaising with both internal and external stakeholders
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. Knowledge and use of IT Service Management systems (ITSM) and desktop applications including Microsoft O365. Use of analytical tools to provide high level support for Directorate and PATOC operational areas.
2. Understanding of the Information Technology Infrastructure Library (ITIL) framework.
3. Ability to review, enhance, integrate and maintain services and applications, including documenting support processes.
4. Proven experience in providing advice to customers and resolving issues in line with agreed procedures, allocating requests appropriately and escalating as required.
5. Demonstrated ability to develop technical knowledge and experience in providing system and software support, including maintenance and diagnosis for mobile device management systems, integration to other business systems, general access control principles, fault escalation processes and lifecycle management.

Behavioural Capabilities

1. Ability to effectively self-manage, and to prioritise competing tasks and demands within a team environment.
2. Ability to build effective professional relationships, to work collaboratively and provide a high-quality service in line with the team's objectives and customer needs.
3. Well-developed customer service orientation and the ability to liaise and negotiate with and provide advice to a range of stakeholders.
4. Well-developed verbal and written communication skills with a high level of attention to detail, including the ability to accurately clarify, record and report information.
5. Analytical skills to identify issues and develop effective solutions to meet business objectives and outcomes.

Compliance Requirements / Qualifications

1. A current ACT Government CMTEDD issued Personal Vetting Program certificate (Baseline clearance equivalent) is not required for this position.
2. Formal ITIL qualifications would be highly regarded.

The following work environment description outlines the inherent requirements of the role of ICT Operation Services Support Officer (position number P12867) 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	Occasionally
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)	Frequently
Fixed or specified start/finish times	Occasionally
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	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
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	Occasionally
Exposure to potentially distressing case material	Never

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