ACT Government
Infrastructure Canberra

POSITION DESCRIPTION

Directorate: Infrastructure Canberra

Division: Pipeline and Capability Expertise

Branch: Portfolio Performance and Procurement

Position Title: CAMPS Support Officer

Position Number: P52515

Classification: ASO3

Location: Canberra City

Last Reviewed: October 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

Infrastructure Canberra's vision is to enrich and connect our communities through sustainable and transformative infrastructure, places and spaces. At iCBR, we are the Territory's expert on capital infrastructure and our purpose is to efficiently develop, deliver and maintain infrastructure, places and spaces with our partners, for our community.

Our strategic priorities:

- Our people and our culture at our heart
- Excellence in service
- Partnering for success
- Better tools for outstanding outcomes.

We value safety, integrity, respect, excellence, innovation and collaboration and we uphold Yindyamarra to respect, honour, be kind, be gentle and be careful in every aspect of our work.

Our core functions:

- Supporting the planning, and leading the procurement and deliver, of government infrastructure programs and projects in partnership with ACT Government directorates.
- Leading leasing and associated property management and maintenance services across the ACT Government property portfolio.

- Leading the development, procurement and delivery of large scale infrastructure projects for the ACT Government.
- Coordinating and shaping the ACT Infrastructure Plan and Pipeline, and developing a portfolio and program management framework to support ACT Government infrastructure initiatives.

Providing strategic advice, expertise and assurance across the ACT Government and decision-makers, industry and key stakeholders on infrastructure policy, investment, planning, delivery and management.

iCBR adopts an integrated resourcing model that provides our people with opportunities to apply their skills, experiences and capabilities across multiple relevant programs and projects to support infrastructure delivery for the ACT community.

DIVISION/BRANCH OVERVIEW

Pipeline and Capability Expertise Division consists of three branches that support and enable delivery across the Infrastructure Investment Lifecycle:

- Portfolio Performance and Procurement
- Strategic Advisory Office
- Planning and Advisory

We provide:

- Strategic advice to government on major infrastructure project development and coordinate the Infrastructure Plan and Pipeline,
- Project management enabling and advisory services and portfolio reporting for capital works infrastructure projects,
- Services that support prequalification, procurement and contract management across Infrastructure Canberra,
- Specialist advisory services in project controls, governance, commercial and legal matters, scheduling and utilities stakeholder engagement to support the successful delivery of infrastructure projects across Infrastructure Canberra, and
- Strategic advice, coordination and support for early-stage infrastructure planning, project scoping and business case development to ensure projects are evidence-based, appropriately scoped and aligned with ACT Government frameworks.

PCE Group operates within iCBR's integrated resourcing model, providing opportunities for our people to contribute their skills, experiences and capabilities across a range of programs and projects.

Portfolio Performance and Procurement Branch
The Portfolio Performance and Procurement branch supports Infrastructure Canberra in the delivery of infrastructure projects by providing advice, tools, and assurance to support project delivery. The branch consists of the following functions:

- Contracts
- CAMPS System and Helpdesk
- Data and Reporting
- Panel Management
- Prequalification
- Procurement Support
- Project Quality

BUSINESS UNIT OVERVIEW

Portfolio Reporting

The Portfolio Reporting team supports infrastructure delivery across Infrastructure Canberra by providing contract management system support, reporting, data analytics and business intelligence services.

The team administers and supports CAMPS, Infrastructure Canberra's contract management and payment system, and delivers reporting, dashboards and data insights to support project delivery, compliance, governance and informed decision-making.

POSITION OVERVIEW

As the CAMPS System Support Officer, you will be part of a small, collaborative team responsible for providing timely, high-quality support to a diverse user base across the ACT Government and external contractors.

In this role, you will be the first point of contact for system users, helping to manage the service desk inbox and phone line, troubleshooting issues, escalating matters within the team or to the vendor as required, and ensuring all enquiries are handled efficiently and professionally.

Working closely with Infrastructure Canberra (iCBR) project officers and stakeholders across the broader ACT Government, you will contribute to the smooth operation of the CAMPS platform and support its effective use in the delivery of infrastructure projects.

The role also provides general administrative support to the team as required, including coordinating training bookings, maintaining support records, and assisting with documentation.

Your strong communication skills, problem-solving ability, attention to detail, and commitment to user-focused service will ensure the effective use of the CAMPS system and support the organisation's broader transformation towards improved contract management practices.

WHAT YOU WILL DO

Under the supervision and direction of the System Administrators and the Director, you will:

- Provide high-quality support and customer service to internal and external stakeholders, including managing the centralised inbox and phone line.

- Escalate issues within the team or to the vendor's helpdesk as required to ensure timely resolution.
- Liaise with stakeholders to resolve enquiries, provide solutions, and ensure all interactions are managed in a professional and responsive manner.
- Support System Administrators in managing system functions, tasks, and projects as required by the business.
- Perform administrative duties to support the team, including maintaining records, coordinating training bookings, and preparing communications or documentation.
- Promote and uphold the principles of the Respect, Equity and Diversity (RED) Framework, Workplace Health and Safety (WHS), ACTPS Values, and Signature Behaviours.
- Contribute to fostering a safe, respectful, fair, and inclusive workplace for all staff.

WHAT YOU REQUIRE

The key responsibilities for this position are to:

Professional/Technical Skills and Knowledge

1. Demonstrated experience supporting CAMPS, or a similar contract management, project management, or enterprise business system, including an understanding of how such systems support the delivery, administration, and reporting of projects and contracts.

2. Demonstrated experience working in a system-based service desk or support environment, including the management of user enquiries, troubleshooting issues, and coordinating the escalation and resolution of system-related matters.

3. Describe your experience providing high-quality customer service and support to a diverse range of stakeholders. How have you managed competing priorities while ensuring enquiries were addressed in a professional, timely, and customer-focused manner?

Behavioural Capabilities

4. Demonstrated ability to build and maintain positive working relationships with colleagues, stakeholders, and contractors, and contribute to a collaborative and supportive team environment.

5. Demonstrated highly effective communication and customer service skills, including the ability to communicate technical system information to non-technical users and support a diverse range of stakeholders.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of this role 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)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	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	Occasionally
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	Never
Exposure to potentially distressing case material	Never
OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally