



Position Description

Position Title	ICT Change & Software Management Support Officer
Employment Type	Ongoing
Load	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Either
Classification	APS3
Contact Officer Name	Vanessa Thorpe
Email	vanessa.thorpe@industry.gov.au
Phone	0428 298 900
Group	Chief Information Officer Group
Division	Corporate and Digital Division
Branch	ICT Operations
Section	IT Service Management
Reports to	EL2 Manager
Location	Industry House, Canberra
	Is the location negotiable or can the position be undertaken remotely? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>The department supports flexible working arrangements and staff can apply to work a mix of hours from home and office locations each week.</i>
About the team	<p>The ICT Service Management team is a cross functional team which is responsible for maintaining the ICT Service Management framework by employing the usage of comprehensive processes and procedures. As much as possible the team will follow the ITIL best practices which give guidance on the provision of quality IT services and the processes, procedures and other capabilities required when supporting the ICT Service Management lifecycle.</p> <p>The team is responsible for:</p> <ul style="list-style-type: none">• Major incident management• Software library management• ICT change management• Digital certificates• Problem management• Transition into service• ICT service resilience.
About the role	<p>You will be responsible for:</p> <ul style="list-style-type: none">• assisting the team in all non-production ICT change management requests (which could be updates to an existing non-production environment or something new) from the design phase into regular service and BAU operations



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	<ul style="list-style-type: none">• assisting the Software Management team with non-complex software requests such as licence requests for corporate systems such as CRM and PowerBI.
Our ideal candidate	<p>Our ideal candidate would:</p> <ul style="list-style-type: none">• Have a desire to work in IT• Enjoy working as part of a team that is supportive and fun• Work in a learning environment and embrace feedback to develop new skills• Be a good communicator• Have a positive attitude that is reflected in their work and customer interactions.
Eligibility	<p>To be eligible for employment in the APS and the department, applicants must be Australian Citizens.</p> <p>The filling of this vacancy is intended to constitute an affirmative measure under Section 33 of the Australian Public Service Commissioner's Directions 2022. This vacancy is open only to people with disability.</p> <p>Successful applicants are required to provide evidence to confirm they are a person with disability. Evidence of disability is not to include information about the type of disability. Suitable evidence of a disability would be a certificate or letter from a registered medical practitioner. The following documents would also be acceptable:</p> <ul style="list-style-type: none">• letter from a Disability Employment Service or jobactive provider• letter from a secondary or tertiary institution disability services unit in relation to a recent student. <p>If the above documents are not available, a statutory declaration from the applicant can be accepted</p>
Security Clearance	<p>This position requires a Baseline security clearance. The successful applicant will be provided with information regarding obtaining and maintaining a clearance at this level.</p>
Application Notes	<p>The APSCs Integrated leadership System (ILS) provides descriptions of the capabilities and behaviours that are expected at each classification level; from APS1 to SESB3. There are differences across the levels with each level becoming the foundation for the levels above.</p> <p>Resources including level comparisons, level specific profiles and self-assessment tools are available on the APSC website https://www.apsc.gov.au/working-aps/aps-employees-and-managers/classifications/integrated-leadership-system-ils/ils-resources-profiles-comparatives-and-self-assessment</p> <p>Please ensure you consider all capabilities and behaviours relevant to this position's Classification when completing your application.</p>