



# Job Information Pack

## IT Program Officer

| Position Detail     |   |
|---------------------|---|
| Job Reference       | 23/3327   |
| Classification      | APS Level 6   |
| Employment Status   | <input type="checkbox"/> Non-Ongoing <input checked="" type="checkbox"/> Ongoing <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time<br><i>(Please note, the department supports flexible working arrangements.)</i> |
| Group               | Skills and Training   |
| Division            | VET Data, Loans and Compliance  |
| Branch              | VET Student Loans (VSL)   |
| Team                | VSL IT Management and Projects Team   |
| Location            | Canberra, ACT; Brisbane, QLD  |
| Salary range        | APS6: \$94,332 - \$103,731  |
| Security Assessment | <input checked="" type="checkbox"/> Baseline <input type="checkbox"/> NV1 <input type="checkbox"/> NV2 <input type="checkbox"/> PV<br>The successful candidate will have the ability to obtain and maintain the nominated security clearance.     |
| Contact Officer     | Katrina Kelly<br><a href="mailto:Katrina.kelly@dewr.gov.au">Katrina.kelly@dewr.gov.au</a><br>02) 6121 9206  |
| Applications Close  | <b>11:30 pm (AEST) on Sunday 19 November 2023</b>   |

## About the Department of Employment and Workplace Relations

We support people to have safe, secure and well-paid work with the skills for a sustainable future.

### The Role

Reporting to the Assistant Director, the IT Program Officer is responsible for undertaking objective, systematic research and analysis, composing a range of documents including business user stories, features, standard operating procedures, briefings and reports. Provide recommendations based on evidence to implement improved work practices, IT system enhancements and fixes. Collaborating with internal and external stakeholders to write business user stories ensuring all requirements are documented including the acceptance criteria. The IT Program Officer will also be responsible for coordinating and managing end-to-end User Acceptance Testing and Business Verification Testing with all impacted stakeholders, identifying defects and ensure correct implementation of system fixes.

### Duties and Responsibilities

Responsibilities of the APS Level 6 may include:

- Contributing to the delivery of VSL IT ecosystem enhancements and issue management
- Working closely with business teams to support improvement initiatives, ensuring requirements and acceptance criteria are documented appropriately
- Providing expertise and technical knowledge to investigate and respond to enquiries relating to the VSL IT ecosystem
- Develop and maintain productive working relationships with internal and external stakeholders, working collaboratively to achieve business objectives
- Respond to competing priorities while maintaining accurate and timely advice
- Prepare written communication including preparation and review of IT guidance materials for stakeholders
- Supervise and mentor staff members in a collaborative team environment
- Work flexibly across the team to provide support as required

### Capabilities

We are seeking an individual with the following skills and capabilities:

- Excellent communication and interpersonal skills with the ability to liaise with a diverse range of stakeholders to achieve outcomes.
- Demonstrated ability to work collaboratively with colleagues in a team environment.
- Demonstrated planning and organisational skills to meet deadlines and achieve results.
- Sound judgement, creative thinking, and strong problem-solving skills to develop innovative solutions to complex problems.
- A high level of attention to detail and a focus on producing quality outputs in a timely manner.
- Demonstrated ability to be agile, multi-task and operate effectively in a dynamic and fast-paced environment.
- A commitment to continuous improvement.

## How to Apply

Applications are to be submitted using the department's eRecruit (online recruitment) system. Please include the following in your application:

- Tell us in 500 words or less why you are the right person for this opportunity, what you can offer, and how your skills, knowledge, experience and qualification are relevant to the role. Try not to duplicate information that can already be found in your resume, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.
- Please attach a concise resume to your application which clearly outlines your work experience, educational qualifications and relevant skills. In the application form you will need to provide the details of two referees who can attest and validate your credentials and suitability for the role.

The APS work level standards accommodate the diversity of roles across the APS and are structured to clearly differentiate between the work expected (i.e. responsibilities and duties) at each classification level.

## Eligibility

Please note, under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the APS unless the Agency delegate has agreed, in writing.

This is a designated security assessed position. The successful candidate will have the ability to obtain and maintain a Baseline security clearance.

This selection process may be used to establish a merit pool. The pool might be accessed to fill ongoing and non-ongoing vacancies for similar roles in the Department over the next 18 months.

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information visit: <https://www.apsc.gov.au/recruitability>

## Benefits of working with us

As a culturally inclusive environment, DEWR offers a positive workplace culture and strives to be an employer of choice. We offer successful candidates:

- Attractive salaries and employer superannuation,
- Remote work arrangements and flexible work options
- Generous leave entitlements,
- Salary packaging, and
- A closedown period over Christmas.