

[← ABOUT US](#)

Careers

[Home](#) [Job Alert](#) [Job Search](#) [Jobs List](#) [Back to Main Site](#)

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IT Support Technician

- \$67,013 - \$79,723 + up to 15.4% superannuation - ASC Grade 3
- Canberra
- Fixed Term Full Time

Applications close at **11:30pm AEDT 18 October 2023** [late applications will not be accepted].

The Australian Sports Commission is embarking on the Green and Gold decade. An exciting time filled with international sporting competitions on home soil, including the Men’s and Women’s Rugby World Cup, and culminating in the Brisbane 2032 Olympic and Paralympic Games. We have an ambitious new Strategic Vision and we need the best players on our team to help us deliver real results for the sporting sector and all Australians.

Are you up for the challenge?

About the team

The Information, Communications and Technology (ICT) branch provides a diverse range of support services across all areas of the ASC, including the Australian Institute of Sport. ICT helps the ASC meet its strategic objectives in key areas such as modernising & streamlining business process, digitally enabling internal and sector engagement and collaboration and providing access to timely and reliable decision-making information

About the role

The ICT team are engaged, passionate and adventurous– we’re committed to developing strong partnerships and focused on enabling business outcomes. Teamwork is incredibly important to us and we value inclusiveness, innovation and outcomes over convention. ICT is a social and dynamic team, we manage well with uncertainty and balance diverse thinking and strong collaboration to develop achievable and innovative plans.

About you!

We are after someone to provide responsive, professional and client-focused front-line technical assistance to ASC technology users, answering queries on common technical issues, tracking and escalating more complex incidents and requests. Working with bright, engaged and passionate technology and business team members, the role provides an opportunity to collaborate with staff across the organisation, understanding business challenges and directing technology support services. We’d love to hear from applicants that prefer a dynamic and collaborative team-based approach, who enjoy solving challenging problems and that seek to build strong and lasting connections between teams. You will enjoy working with all areas of ICT to ensure technology services align to defined performance standards and procedures.

This position is offered as a **FIXED TERM** position until **October 2024** with the possibility of being extended or made ongoing.



Why work with us?

We have offices located in Canberra, Melbourne and Sydney. Across all locations, we offer:

- Options for flexible working arrangements.
- Annual allowances towards training based on individualised career goals.
- Access to a customised ASC L&D calendar for ongoing professional and career development.
- Generous superannuation scheme with up to 15.4% employer contributions.
- Corporate discount on AIS Shop merchandise.
- Access to Clearinghouse for Sport, an information sharing platform for Sporting professionals.

Additionally, our Canberra campus offers:

- Free onsite parking
- Onsite facilities including café, dining hall, gym, and swimming pool.
- Priority placement for your children to access the award winning, onsite AIS Caretaker’s Cottage Childcare Centre.

If you have any questions about this opportunity, please contact:

Contact Officer: Joseph Gard, Service Performance Manager
Phone number: 0403 659 345
Email address: Joseph.Gard@ausport.gov.au

Eligibility

- To be eligible for this position applicants are required to be Australian citizens only and must be able to obtain and maintain an AGSVA Security Clearance.
- As part of the Commonwealth Child Safety Framework the ASC is committed to being a Child Safe Organisation and leading the way in Child Safety across the sports sector. This position requires a Working with Vulnerable/Children People check to obtain employment.

Notes

- The ASC is committed to protecting children from harm. We require all applicants that will work with children to undergo screening processes prior to appointment.
- Should a merit pool be established for this position, it may be used to fill ongoing or fixed term opportunities as they arise within 18 months from the date advertised.
- The ASC operates under the Australian Sports Commission Act 1989 and is separate to the Public Service Act 1999. The ASC accepts most leave liability and recognition of prior service if you are currently employed at a Commonwealth agency.
- If you are experiencing issues or have any questions with the e-recruitment system, please contact the People & Culture Hub via email people@ausport.gov.au or phone [02] 6214 1328.

Acknowledgement of Country

The Australian Sports Commission [ASC] acknowledges the Traditional Custodians of the lands where its offices are located, the Ngunnawal people and recognises any other people or families with connection to the lands of the ACT and region, the Wurundjeri Woi-wurrung people of the Kulin Nation, the people of the Yugambeh Nation and the Gadigal people of the Eora Nation. The ASC extends this acknowledgment to all the Traditional Custodians of the lands and First Nations peoples throughout Australia and would like to pay respects to all Elders past and present. The ASC recognises the outstanding contribution that Aboriginal and Torres Strait Islander peoples make to society and sport in Australia and celebrates the power of sport to promote reconciliation and reduce inequality.



Application and Job Description

The Job Description can be downloaded from the attachment below. The application form will include these questions:

- Referencing the job description, please describe why you believe you are suitable for this position, including listing your key relevant achievements [up to 750 words]
- The ASC’s shared values are respect, integrity, teamwork and excellence. Please describe which resonates with you and why [up to 300 words]

[ASC Candidate Information Pack](#)

[Job Description](#)

How to apply:

- Start your application by clicking the "begin" button
- [Preview Application Form](#)

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Back

Begin

