



Candidate Information Pack

ICT PRODUCT DELIVERY
LEAD AND OFFICER

LEVEL 4 TO EXECUTIVE
LEVEL 1

Position details

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| Title | ICT Product Delivery Lead and Officer |
| Classification | L4 – EL1 |
| Location | Canberra |
| Salary Range | L4: \$97,148 – \$101,338 L5: \$105,013 – \$113,141 L6: \$116,245 – 133,968 EL1: \$145,137 – \$169,572 |
| Contact | Recruitment Phone: (02) 6261 1849 |
| Closing Date and Time | Please refer to date on website |

About ASIS

The Australian Secret Intelligence Service (ASIS) is Australia's overseas intelligence collection agency. We are Australia's experts at collecting highly sensitive information – secret intelligence – from sources overseas to keep Australia and our region safe and prosperous.

Our work spans continents and cultures. As a tech-powered and data-driven organisation, we use covert techniques and cutting-edge technology to put us in the right rooms, next to the right people, with the right access to the intelligence we need. We are tasked to collect intelligence – it might be political, military or economic information – deliberately withheld from the Australian Government that might present threats to or opportunities for Australia.

From graduates to career changers, we come from every corner of the country and all walks of life, with backgrounds from all around the world.

Regardless of our ethnicity, experiences and education, we're bound by a shared commitment to something bigger: building a better future for those who come after us. We seek to reflect the community we serve, and welcome applications from Aboriginal and Torres Strait Islander peoples, women, people with a disability, neurodiverse, people from culturally and linguistically diverse backgrounds and those who identify as LGBTQIA+.

It's a mission owned by everyone, with opportunities for all.

The role

The role of ICT Product Delivery Lead/Officer requires a dynamic team player who enjoys working with stakeholders, team members, and individually on operational technology products. In this role you will provide ICT product delivery management, ensuring that technical solutions ASIS delivers are supported throughout their life. The role will also require, as part of technical delivery management, engagement with industry vendors and associated contract management. The successful applicant will also work with and coordinate internal resources required for technical product development. The roles available range from junior, focusing on product and administrative support, to senior, focusing on program management and independent product delivery, with overlapping responsibilities between levels.

ICT Product Delivery Lead/Officers will be able to assess and appraise current ICT systems, processes, and methodologies to discern their alignment with business objectives. By exercising independent judgment and initiative, they will assist with enabling strategic product modifications, supplementary system components, or innovative technical solutions to enhance user satisfaction and comply with specified requirements. As they progress, they will be able to further offer comprehensive technical and professional advice, adeptly navigating complex problems and applying relevant practices and procedures, which are essential for the successful delivery of new technical products. As part of a team that makes a real difference to Australia, a successful ICT Delivery Lead/Officer applicant will work closely with software and hardware development teams, SCRUM teams, Product Owners and customer stakeholders to deliver value through unique products that will solve some of the hardest problems in national security in overseas environments.

Role responsibilities

- **Delivery Management:** Strategically enable technology development by coordinating successful delivery of new or updated ICT products and services through effective leadership in collaboration with defined delivery cycles. Align delivery strategy with organisational goals and customer needs, ensuring an optimal allocation of resources and skills across teams whilst monitoring key delivery metrics. Drive continuous improvement of delivery processes and practices across the organisation.
- **Product Support:** Providing essential administration, facilitation and governance support for projects, managing documentation, tracking progress, coordinating meetings, managing and reporting on progress to relevant stakeholders.
- **Stakeholder Engagement:** Act as a primary liaison between technical teams, business units, and key industry partners. Engage with key stakeholders to understand and translate customer requirements into development goals, ensuring the product addresses real user needs and organisational priorities. Through structured engagement, resolve conflicting requirements. Provide escalation and communication avenues between business and ICT teams for product requirements, problem investigation and resolution.
- **Coordination:** Coordinate and facilitate the allocation of resources against stakeholder requirements to deliver high-level administrative support in aid of product development and delivery. Exercise discretion, initiative and strategic thinking to support the achievement of the development and delivery objectives.
- **Administrative Services:** Managing ICT procurement and contracting activities, including liaising with technical areas, obtaining quotes, and negotiating contracts. Assist in managing software licences and support agreements, provide business management advice, and helping develop policies and procedures.

Role Level:

L4 – Support & Execution: Focuses on reliably completing assigned tasks within established processes – supporting projects, coordinating logistics, and assisting with stakeholder communication under guidance.

L5 – Contributing & Developing: Takes increasing ownership of tasks, independently contributing to delivery, translating requirements, and proactively identifying minor improvements to processes.

L6 – Leading & Influencing: Leads aspects of delivery, resolves conflicts, drives process improvements, manages complex tasks, and influences stakeholders to achieve outcomes.

EL1 – Strategic Oversight & Accountability: Provides strategic direction for delivery, aligns with organisational goals, manages significant risks, and is accountable for delivery success.

Core skills

We encourage all applicants with the following skills and attributes to apply:

- Technically curious (able to understand high level technical concepts or are willing to learn).
- Ability to prioritise tasking and advance multiple lines of effort in tandem.
- Strong analytical and problem-solving skills.
- Attention to detail and a commitment to delivering high-quality results.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively in a team environment.
- Understanding of ICT delivery models.

Education and qualification requirements

The following education, qualifications and/or experience will be highly regarded:

- Any prior experience in ICT delivery or project management.
- AGILE team membership including SCRUM mastery skillsets or qualifications.
- Administrative experience as part of an ICT environment.
- Product, project, or delivery management qualifications will be highly regarded.
- Working within an ICT delivery environment is preferred.

Benefits of working at ASIS

ASIS employees enjoy access to generous workplace terms and conditions. Benefits include but are not limited to:

- Competitive salary plus 15.4% superannuation
- A variety of leave options including 22 days paid annual leave per year
- Paid leave between Christmas and New Year
- Domestic Relocation assistance for new staff to Canberra
- Health and wellbeing initiatives
- Salary packaging arrangements
- Learning and development opportunities including access to study assistance
- A variety of support services including but not limited to Employee Assistance Program (EAP) and a Staff and Family Support Office.

Whilst ASIS officers are not able to work from home due to the classified nature of our work, staff have access to a range of flexible working arrangements. These include part time hours, condensed hours and/or flexible start/finish times to support other responsibilities.

ASIS conditions of service are similar to those applying for the Australian Public Service, for a full list of benefits and conditions see asis.gov.au

Eligibility

To be eligible for a role you must:

- Be an Australian citizen
- Be assessed as suitable to hold and maintain a TOP SECRET-Privileged Access security clearance
- For more information on eligibility please see the Protective Security Policy Framework which is publicly accessible at protectivesecurity.gov.au, section 12 provides information on Eligibility and suitability

How to apply

Click on "Apply Now" on our website on the role/s that you are applying for. You will be required to submit the following:

- 800-word pitch outlining your skills and experience for the role
- A current CV, no more than 2 pages in length, outlining your employment history, academic qualifications and relevant training that you may have undertaken
- Details of two referees, which must include a current supervisor

Applicants are encouraged to consider the Integrated Leadership System (ILS) capabilities when preparing their application. For more information on the ILS, and tips for applying for jobs in Australian Public Service, please visit the APSC website found at www.apsc.gov.au.

All applications for employment with ASIS are handled in the strictest confidence. It is essential you maintain a similar level of confidentiality and that you do not discuss your application with anyone.

Important:

If you are currently living overseas and wish to apply for a role with ASIS, please note that we cannot contact you until you return to Australia. Every part of the recruitment process, including contacting you, must be done while you are in Australia.

If you have no plans to return to Australia in the foreseeable future, we recommend you wait until you return before submitting an application.

Reasonable adjustments

ASIS is committed to fostering a diverse and inclusive environment for candidates to participate in all stages of the selection process. Please let us know if you require any additional assistance or reasonable adjustments during any stage of the recruitment process and we will work with you to manage this throughout. If you are successful in gaining employment, reasonable adjustments can also be made available to you in performing your role.

Recruitment process – what happens next

We thank all applicants for their interest in a role with ASIS. Please be advised that our selection process is rigorous and extensive and that we do not provide feedback to unsuccessful applicants. **If you progress from application, you will receive an SMS requesting you to complete online testing – please ensure that you complete this testing or your application will not progress further.**

All selection process decisions are merit based and candidates must be prepared to undergo various selection stages throughout the process.

A merit pool will be established for candidates who are suitable for this round and will remain valid for 18 months.

