

Candidate Information Pack

ICT Service Desk

Level 4-6

Position details

Title	ICT Service Desk
Classification	Level 4, 5 and 6
Location	Canberra
Salary Range	$100,451 – $138,523 (Plus Superannuation)
Contact	Recruitment Phone: (02) 6261 1849
Closing Date and Time	Please Refer to the 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

Our ICT Service Desk team are dedicated to delivering exceptional services to our stakeholders and ensuring their technology needs are met efficiently and effectively. You will be a key resource supporting the corporate desktop environment using your initiative to provide quality customer service for problem solving, advice and support.

You will handle all aspects of the IT equipment lifecycle, from initial configuration and installation to ongoing support, maintenance, upgrades, and eventual decommissioning.

The work is dynamic with phone, in person and onsite support for customers and includes opportunities to work directly with technical specialist teams on resolving complex issues, performing upgrades and delivering projects. These experiences will grow your skill set creating pathways to build a successful IT career.

Role responsibilities

Outlined below are the key areas of responsibility for ICT Service Desk:

- Respond to customer inquiries via phone, email, or chat in a professional and timely manner
- Diagnose and troubleshoot technical issues related to hardware, software, and network connectivity
- Provide step-by-step guidance to customers on resolving technical problems
- Collaborate with our technical support team to escalate and prioritize complex issues
- Maintain accurate records of customer interactions, issues, and resolutions in our ticketing system
- Assist in customer onboarding and training on our ICT solutions
- Proactively identify opportunities for improving customer satisfaction and service quality

Core skills

While there are no mandatory requirements for these roles, a blend of the following skills and experiences will be highly regarded:

- Demonstrated customer service experience
- A positive attitude towards learning and applying new skills
- A positive approach when finding solutions for complex issues
- Ability to prioritise to meet operational requirements
- Excellent written communication skills for documenting issues and processes
- Experience in desktop support, incident or problem management
- Knowledge of, or certification in, IT Service Management certification (ITIL)
- Ability to work independently
- Ability to follow documented processes
- Proficiency in using service delivery tools to manage tasks and track progress

Education and qualification requirements

Application Levels

We have positions open at Level 4, Level 5 and Level 6.

A Level 4 candidate would hold a keen interest in ICT with a willingness to learn under guidance and supervision.

A candidate at Level 5 would be expected to have one to two years real work experience and will be working under some supervision.

A Level 6 candidate would be expected to have four or more years' experience and operate with limited supervision from a senior officer.

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, Release 2026 section 18.5 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.