

Candidate Information Pack

Technical Support Officers

Level 4 and 5

Position details

Title	Technical Support Officers
Classification	Level 4 and 5
Location	Melbourne, VIC
Salary Range	$108,584 - $138,523
Contact	Recruitment Phone: (02) 6261 1849
Closing Date and Time	Monday 7 December 2026 at 23:59 AEDT

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

Join ASIS and become a vital contributor to Australia's national security as a Technical Support Officer. Our Level 4 and 5 classification positions offers a rewarding career path within a supportive and inclusive organisation, where you will play a crucial role in ensuring our cutting-edge technology and facilities operate seamlessly, allowing our intelligence professionals to focus on their critical mission. This is not simply a technical role; it's an opportunity to directly contribute to the safety and prosperity of our nation within a dynamic and collaborative environment.

You will be challenged with a diverse range of responsibilities, from managing and procuring ICT products and supporting property and facilities, to finding solutions to complex technical problems. The position encompasses the administration and management of GPS systems, VOIP platforms, mobile device management, and the overall ITC fault-finding process, and highly desired are formal qualifications in information technology to enable effective work in a high-tempo environment. If you are a proactive problem-solver with a strong technical skillset and a commitment to discretion, we encourage you to apply and become part of the ASIS team.

Role responsibilities

- Manage ICT procurement activities, including liaising with technical areas, obtaining quotes, and negotiating contracts;
- Provide technical systems support, administration and management;
- Diagnose and troubleshoot technical issues related to hardware, software and network connectivity;
- Provide support to property and facilities management;
- Ensure adherence to security compliance and relevant WHS policies; and
- Contribute to the administration, design and delivery of training and development programs at an organisational level.

Core skills

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

- The ability to build productive working relationships using highly developed interpersonal skills;
- Experience in providing excellent customer service;
- The ability to work collaboratively and operate effectively as a team member;
- Maturity and ability to manage sensitive matter discreetly;
- Excellent written and verbal communications skills;
- Initiative and judgement in the interpretation of policy and in the application of practices and procedures; and

- Strong organisational skills and experience in the prioritisation of tasks, often under time pressure.

Education and qualification requirements

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

- Experience in desktop support, AV, electronic security systems and incident or problem management;
- Knowledge of, or certification in, IT Service Management / Systems;
- Experience in supporting property management

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.