



Candidate Information Pack

OPERATIONAL TECHNOLOGY
COMMUNICATION CAPABILITY
MANAGER

EXECUTIVE LEVEL 1

Position details

Title	Operational Technology Communication Capability Manager
Classification	EL1
Location	Canberra
Salary Range	\$150,072 - \$175,338
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

We are seeking a versatile and proactive Capability Manager to act as the primary bridge between operational requirements and technical delivery. The Capability Manager serves in a Product Owner style role, representing end users of a portfolio of operational communication capabilities. You will be responsible for ensuring that capabilities provided to users are fit-for-purpose, sustainable, and aligned with the strategic mission.

You will work closely with operational stakeholders to elicit requirements, translate those needs into clear functional specifications for technical specialists, and oversee the capability from initial concept through to decommissioning.

You will gather the requirement of the users and communicate within the team, ensuring that the capabilities being built actually solve the operational problem. You will manage the capability roadmap, identify gaps in current offerings, work with Program Delivery Managers to ensure solutions are developed or procured, and ensure that the transition from developed to deployed is seamless and supported by robust documentation and training.

Role responsibilities

- **Stakeholder Engagement:** Act as the primary liaison between non-technical operational leads and technical specialists, translating complex operational needs into clear business and solution requirements.
- **Product Management:** Responsible for the lifecycle of complex technical capabilities, eliciting requirements and managing the delivery roadmap for new solutions, updates, enhancements, and eventual decommissioning.
- **Delivery Management:** Proactively identify capability gaps by analysing feedback and emerging threats, proposing new capability developments to the Program Manager and Director and working with Delivery Managers and Development teams to establish new capabilities within the portfolio.
- **Technical Writing and Quality Assurance:** Collaborate with Operations Support to develop capability governance frameworks, maintaining technical documentation, user guides, and training materials and ensuring testing and user acceptance is achieved for all capabilities.

Core skills

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

- Proven ability to capture demand and forecast operational capability needs into structured, actionable solution requirements.
- Experience with product management methodologies to ensure effective management and governance of capability through its entire lifecycle.
- Proficiency in developing test plans, reports and strategies and managing user acceptance testing and release management processes to ensure products are fit-for-purpose before deployment.
- High-level negotiation and influencing skills, with experience managing procurement activities, industry partners and working with Delivery Managers to ensure solutions are delivered on time, and meet user needs.
- Effective management and leadership skills.
- Excellent verbal and written communications skills.
- Knowledge on solution design and architecture would be desirable.

Education and qualification requirements

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

- Relevant formal tertiary qualifications, certifications within an ICT field and / or relevant work/life experience will be highly regarded.
- Experience leading the delivery of technical capabilities, preferably within a government, defence, or high-security corporate environment.
- Demonstrated track record of managing the full capability lifecycle, from initial conceptual design and procurement through to global deployment and long-term sustainment.
- Proven experience managing strategic relationships with external vendors and presenting technical risk options to senior leadership.

Experience in the following would be beneficial:

- Experience working in a technology project related field with defence, intelligence, law enforcement or related industry.

We are dedicated to building a diverse and inclusive workforce, so if you are excited about this role but your past experience doesn't align perfectly, we encourage you to apply.

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.

While 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:

- One page 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.

Use of AI in recruitment process

We recognise some applicants may use AI technologies to draft applications or prepare for interviews. If you wish to use AI, we recommend doing this only for initial drafts and ensure that your application is personalised and accurately reflects your skills, experiences and capabilities.

Additionally, be aware of the privacy policies of any AI tools you use. Be mindful of the information you are entering into AI tools (personal details, work history, etc) and how using it may link you to potential ASIS employment, noting that you are expected to maintain confidentiality with your application.

If you are invited to attend an interview, the use of AI tools and recording devices during the interview is strictly prohibited. Should AI tools or recording services be detected, your application, and any future applications may not be progressed.

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.