

# Selection Documentation

## 2024 Technologist Campaign

### ICT Service Desk

#### Level 4 – 6 (\$89,990 - \$124,099)

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ASIS is Australia's overseas secret intelligence collection agency. Its mission is to protect and promote Australia's vital interests through the provision of intelligence services as directed by the Australian Government. Its work can involve collecting intelligence relating to national security, international relations and economic issues. It also contributes to Australia's coordinated national efforts against terrorism, proliferation of weapons of mass destruction, and trans-national issues such as people smuggling.

ASIS employs people in a wide range of roles, including technologists. These roles require dynamic team players who enjoy working with stakeholders, team members and individually on projects. ASIS is looking for people who will be able to meet tight deadlines and work to support ASIS priorities. Successful candidates will have excellent coordination and administration skills, excellent verbal and written communication skills; and, strong stakeholder engagement and influencing skills. Relevant tertiary qualifications and demonstrable experience will be highly regarded.

ASIS values workplace diversity and is committed to providing a supportive, inclusive and respectful work environment. We encourage applications from Aboriginal and Torres Strait Islander People, women, people with disabilities, people that identify as LGBTIQ+ and people from culturally and linguistically diverse backgrounds.

We offer a competitive salary package including 22 days annual leave, shutdown between Christmas and New Years Day, 15.4% employer superannuation contribution, access to flex time (up to Level 6 only) and generous paid parental leave. Full and part time positions as well as flexible work hours can be negotiated.

All positions are office-based and located in Canberra. **This role requires the successful applicant to obtain and maintain a Security Clearance.**

#### **Role: ICT Service Desk (L4, 5 and 6 )**

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. 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.

#### **Key Responsibilities and Tasks**

- 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 / Education, qualification and experience requirements

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

## **Selection Criteria**

Candidates are not required to provide a separate written response to the ILS capabilities (below), however, candidates are encouraged to consider the capabilities in preparing their application, as each candidate will be assessed on their ability to demonstrate behaviours aligned to the capabilities for the position.

For more information on the ILS, tips on applying for jobs in the Public Service, go to the APSC website found at [www.apsc.gov.au](http://www.apsc.gov.au).

### **Supports Strategic Direction**

- Supports shared purpose and direction;
- Thinks strategically;
- Harnesses information and opportunities; and
- Shows judgment, intelligence and common sense.

### **Achieves Results**

- Identifies and uses resources wisely;
- Applies and builds professional expertise;
- Responds positively to change; and
- Takes responsibility for managing work projects to achieve results.

### **Supports Productive Working Relationships**

- Nurtures internal and external relationships;
- Listens to, understands and recognises the needs of others;
- Values individual differences and diversity; and
- Shares learning and supports other.

### **Displays Personal Drive and Integrity**

- Demonstrates public service professionalism and probity;
- Engages with risk and shows personal courage;
- Commits to action;
- Promotes and adopts a positive and balanced approach to work; and
- Demonstrates self-awareness and a commitment to personal development.

### **Communicates with Influence**

- Communicates clearly;
- Listens, understands and adapts to audience; and
- Negotiates confidently.

### **Job Specific Requirements**

- Demonstrated experience and education relevant to the role.

## HOW TO APPLY

Applicants will need to apply **ONLINE** via our website.

Applicants will be required to attach a resume and submit a maximum 800 word pitch outlining their relevant experience, skills and knowledge to perform the duties of the role.

You will be asked what level you are applying for.

Applicants are encouraged to consider the capabilities when preparing their application, as this will form the basis of selection assessment. For more information and tips on applying for jobs in the Public Service, search 'Joining the APS' at [www.apsc.gov.au](http://www.apsc.gov.au).

**After application submission, you may receive an SMS requesting you to complete online testing. Please ensure you complete this as your application will not be progressed otherwise.**

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**APPLICATIONS CLOSE: Refer to date on website**

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## ELIGIBILITY

Candidates must be Australian citizens.

The successful candidate will be required to obtain and maintain a security clearance.

## REASONABLE ADJUSTMENTS

All requests for reasonable adjustments will be considered and managed in consultation with you. We will continue to ask you if you require reasonable adjustments at each stage of the process. If you are successful in gaining employment, reasonable adjustments can also be made available to you in performing your role.

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## WHAT HAPPENS NEXT?

You may receive a SMS requesting you to complete online testing. Please ensure you complete this as your application will not be progressed otherwise.

Please do not tell anyone about your application with our organisation at this stage of the process as doing so may harm your suitability for employment with us.

A merit list will be established for candidates who are suitable and will remain valid for a period of 18 months.

We thank you for the time and effort you have put into your application; however, we are unfortunately unable to provide feedback to unsuccessful candidates.