

Selection Documentation

2022 Technologist Campaign

IT Service Centre

Levels 4-6

Level 4: \$85,383 - \$89,066 plus superannuation

Level 5: \$92,297 - \$99,439 plus superannuation

Level 6: \$102,168 - \$117,746 plus superannuation

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 in the fields of engineering (infrastructure, electronic, systems), data science and data engineering, cyber specialists, solution architecture, database administrators, IT support, network specialist, software development, project management / project support, procurement and business analysis. These roles require dynamic team players who enjoy working with stakeholders, team members and individually on projects. ASIS is looking for technologists 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 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.

All positions are based in Canberra.

Role: IT Service Centre (L4-L6)

Launch or develop your IT career and gain exposure to a wide range of technologies to find your IT passion. The IT Service Centre provides technical support and advice across the global ASIS workforce. Roles in this area include IT Service Desk (phone and onsite support) and Secure Data Migration functions.

IT Service Desk (L4 - L6) is the first point of contact for ICT services. 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 beyond the IT Service Desk to build a successful IT career.

Secure Data Migration (L4) provide a 24x7 communication centre providing communication support to service partners and after-hours support. Ability to operate independently, apply attention to detail and document ongoing tasks are key for this role. Ability to work on a rotating 24x7 shift roster is essential.

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
- 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

Applicant Instructions:

To APPLY, please submit an application ONLINE via the website.

Candidates are required to provide a comprehensive resume detailing their work history and provide responses to the following questions:

1. Please indicate the level you are applying for. Level 4 / Level 5 / Level 6
2. You will be required to submit a maximum 800 word pitch outlining your skills and experience for the role.

APPLICATIONS CLOSE: Please refer to the website for closing date.

What Happens Next?

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.

You may be contacted via SMS regarding the next stage of the process.

A merit list will be established for candidates who are suitable and will remain valid for a period of 12 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.