

Selection Documentation

2021 Technologist Campaign

IT Service Centre

Levels 4-6

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.

These positions are Canberra based, with conditions of service similar to those in the Australian Public Service, including superannuation. The successful candidate will be required to obtain and maintain the highest level security clearance and Australian citizenship.

In addition to current vacancies, successful applicants through this process will be placed in a merit pool which may be utilised to fill future vacancies over the next 12 months.

Role:

IT Service Centre contribute to effective ICT service delivery, support and advice across the entire 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 service outages and facilitates the restoration of normal operational services. In these roles you will use your initiative to provide quality and timely customer service in relation to problem solving, advice and support. A positive attitude towards learning and applying new skills coupled with a strong customer focus will be highly regarded for these roles.

Secure Data Migration (L4) provide a 24x7 communication centre providing communication support to overseas and 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 shift roster 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
- 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 maintain positive outlook and find solutions for complex issues
- Ability to work independently
- Attention to detail
- Ability to follow detailed processes

Capabilities:

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.

1. Supports strategic direction	2. Achieves results	3. Supports productive working relationships	4. Displays personal drive and integrity	5. Communicates with influence
*Supports shared purpose and direction *Thinks strategically *Harnesses information and opportunities *Shows judgement, intelligence and common sense	*Identifies and uses resources wisely *Applies and builds professional expertise *Responds positively to change *Takes responsibility for managing work projects to achieve results.	*Nurtures internal and external relationships *Listens to, understands and recognises the needs of others *Values individual differences and diversity *Shares learning and supports others	*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 *Demonstrates self-awareness and a commitment to personal development	*Communicates clearly *Listens, understands and adapts to audience *Negotiates confidently

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. Please advise if you wish to be considered for other levels than applied for: Yes / No
3. 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.