



Candidate Information Pack

EL1 IT Manager

Position details

Title	IT MANAGER
Classification	EL1
Location	Canberra
Salary Range	\$150,072 - \$175,338
Contact	Recruitment Phone: (02) 6261 1849
Closing Date and Time	Please refer to 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

ASIS is looking for enthusiastic and capable IT managers who are seeking a meaningful career in an organisation that is hyper-focused on clearly defined mission objectives and outcomes. You will work in an organisation that has no counterpart in regular civilian life, collaborating with people from incredibly varied backgrounds to deliver solutions to complex problems in interesting places.

If you are in search of a role which will challenge your skills, working in a mission focused organisation this is your opportunity. Successful applicants will be seeking to contribute to the security and prosperity of Australia.

The role of the IT Manager in ASIS is varied and complex. The role will work with and lead experienced IT experts, stakeholders and customers to deliver new capability and sustain IT hardware, platforms, systems and environments. The IT Manager supports people, networks, software, projects, systems and security. Opportunities for travel in support of ICT delivery exist within the division.

The IT Manager is a critical capability lead, supporting technical staff and senior leadership. Managers in ASIS bridge the gap between strategic, operational and tactical delivery and are directly responsible for achieving outcomes. The IT manager will be responsible for managing people and teams, workloads and priorities.

Note for applicants: While a strong foundation in IT is beneficial, comprehensive training opportunities are available to ensure you are equipped with the necessary technical skills. ASIS values individuals with exceptional people skills. The ability to collaborate, communicate, and lead diverse teams is paramount to success in this role. Prioritising interpersonal skills and a willingness to learn, you will play a crucial role in driving ASIS' mission forward, regardless of your current level of technical expertise.

Role responsibilities

The successful candidate will be able to demonstrate their ability to:

- Lead and manage a team of technical experts
- Enhance IT delivery governance and lead changes to process, policy, knowledge and service delivery
- Build team capability through performance feedback, promoting knowledge transfer between peers and encouraging career development
- Support team training to enhance future capability delivery
- Set priorities and allocate resources to meet objectives
- Lead team meetings to align effort with priorities
- Identify customer and stakeholder requirements
- Deliver solutions in agreed timeframes
- Manage team capacity and opportunity cost against priority activities
- Identify, establish and enhance relationships with customers and stakeholders
- Represent the team, section and branch in forums to promote service outcomes
- Undertake procurement such as equipment, software and/or licensing
- Prepare, track and deliver reporting of key metrics to stakeholders and senior leaders
- Monitor team incidents/requests queue and assign tasks as required

Core skills

The following skills, traits or experience will be highly regarded:

- Experience managing staff
- Experience managing IT incidents, requests and change
- Experience in a technical area or demonstrated ability to transfer skills from other disciplines
- Ability to prioritise competing workloads
- Ability to task personnel and ensure delivery of tasks
- A positive approach to towards learning and applying new skills
- Ability to work autonomously, as part of a larger team
- Excellent communication skills; ability to describe complex IT concepts to non-IT personnel, both written and verbal
- Strong personal accountability and responsibility traits

Experience in the following would be beneficial, but not essential:

- Knowledge of or certification in IT Service Management (eg ITIL)
- Knowledge of or certification in Agile or Waterfall delivery methodologies
- Experience managing vendor relationships or contracts
- Experience managing finance and budgets
- Experience managing IT governance

Education and qualification requirements

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

- 2+ years leading or managing people or major projects
- Demonstrated problem-solving and analytical thinking experience
- Exceptional verbal and written communication skills, supported by education or qualification.

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, 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.

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.