

Selection Documentation

IT Manager

Executive Level 1

Salary: \$145,137 - \$169,572 (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. 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 is a diverse and inclusive workplace, where our people are empowered through authenticity and a sense of belonging to achieve their potential and contribute to a shared purpose and mission. 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 LGBTIQ+.

We offer a competitive salary package including 22 days annual leave, shutdown between Christmas and New Years Day, 15.4% employer superannuation contribution, 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.

Role: IT Manager (EL1)

We are looking for enthusiastic managers with a technical background who can manage teams in the following areas:

- Infrastructure – Leading system engineers in network communications and server support
- Enterprise Cloud – Leading system administrators in virtualisation technologies and desktop management platforms
- Software Development – Leading software developers, software engineers and platform administrators
- IT Service Management – Leading customer facing support teams such as IT Service Centre, Desktop Support and Business Engagement
- Gateway and Mobility – Leading technical specialists and engaging vendors in gateway, networking, telecommunications and mobility solutions across multiple domains.

Your passion for IT will serve you well in leading a multi-disciplinary team of technical specialists to develop, deliver and sustain fit-for-purpose IT services. In an organisation where you will regularly interact with your customers, peers, senior executives and stakeholders, you will be the face of your team and section. This direct exposure gives you the opportunity to build productive working relationships and foster good will through the delivery of customer-focused outcomes.

In addition to leading the team, managers will also be expected to:

- work collaboratively with other teams to achieve big picture goals;
- manage customer and stakeholder expectations;
- maintain positive vendor relationships;
- perform procurement activities;
- prioritise tasks for yourself and your team; and,
- brief executive on high risk or high exposure situations and/or contentious issues.

Note: Applicants who rate suitable will be placed in a merit pool for offers of similar vacancies for up to 18 months from the completion of the round (ie after interviews).

Key Responsibilities and Tasks

The successful candidate will be responsible for:

- lead and manage a technical team
- build team capability through performance feedback, promoting knowledge transfer between peers and encouraging career development
- set priorities and allocate resources to meet objectives
- support team to identify customer and stakeholder requirements
- support team to deliver solutions in agreed timeframes
- advise on the availability of team resources for work packages
- identify, establish and enhance relationships with customers and stakeholders
- represent the team, section and/or branch in forums to promote the interests of IT
- undertake procurement such as equipment, software and/or licensing
- monitor team incidents/requests queue and assign tasks as required
- identify opportunities for continuous improvement in process, knowledge management and service delivery

Core Skills / Education, qualification and experience requirements

One or more of the following:

- experience managing staff
- excellent communication skills
- experience in a technical area or demonstrated ability to transfer skills from other disciplines
- ability to prioritise work
- ability to task others and ensure delivery of tasks
- ability to manage conflicting priorities
- a positive approach to towards learning and applying new skills
- ability to work independently

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
- experience managing vendor relationships
- experience in procurement

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.

Shapes Strategic Thinking

- Inspires a sense of shared purpose and direction;
- Focuses strategically;
- Harnesses information and opportunities; and
- Shows judgment, intelligence and common sense.

Achieves Results

- Builds organisational capability and responsiveness;
- Marshals professional expertise;
- Steers and implements change and deals with uncertainty; and
- Ensures closure and delivers on intended results

Cultivates Productive Working Relationships

- Nurtures internal and external relationships;
- Facilitates cooperation and partnerships;
- Values individual differences and diversity; and
- Guides, mentors and develops people.

Exemplifies Personal Drive and Integrity

- Demonstrates public service professionalism and probity;
- Engages with risk and shows personal courage;
- Commits to action;
- Displays resilience; and
- Demonstrates self-awareness and a commitment to personal development.

Communicates with Influence

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

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.

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.

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.

APPLICATIONS CLOSE: Refer to date on website

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.

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.