

# Selection Documentation

## 2024 Technologist Campaign

### ServiceNow Administrator

#### Level EL1 (\$134,445 - \$157,080)

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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: ServiceNow Administrator (EL1)**

We are seeking an experienced ServiceNow Administrator who is eager to apply their technical skills in a fast-paced, complex environment. In this role you will maintain, upgrade and manage our ServiceNow environments. You will diagnose and resolve problems quickly, and be able to communicate outcomes with technical and business users. You will have a deep understanding of the ServiceNow platform, and will work closely with development teams to ensure smooth, timely configuration and maintenance. We will provide training, support and mentorships to develop and grow your skills to further your career. The role includes an on-call roster for out-of-hours technical response.

If you have ServiceNow skills at L4-L6 or an interest in becoming a ServiceNow specialist, please consider applying for the L4-L6 DEVOPS & SysAdmin role also currently advertised. If you are a L6, you may wish to apply for both the L4-5 DEVOPS & SysAdmin role as well as this EL1 role.

## Key Responsibilities and Tasks

The successful candidate will be responsible for:

- Management and maintenance of our self-hosted ServiceNow environment, including core ServiceNow modules and custom-developed applications
- Maintaining integrations between ServiceNow and other corporate applications
- Identifying and remediating Level 3 support issues raised by technical and business users
- Contributing to the regular agile planning and prioritisation processes within the team and branch

## Core Skills / Education, qualification and experience requirements

One or more of the following:

- Knowledge of installation and configuration of ServiceNow in a self-hosted environment, including server deployment and application of security controls
- Experience in monitoring ServiceNow environments, performance optimisation and process improvements
- Experience in troubleshooting technical issues and outages in a ServiceNow environment
- Experience developing and administering both core modules and customised applications in a ServiceNow environment
- Proven experience delivering effective solutions in an agile, SCRUM team environment
- Relevant experience supporting database technologies such as Oracle
- Good communication skills, and ability to communicate with technical and non-technical stakeholders

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

- Experience managing Docker containers or Kubernetes deployments
- Experience administering Windows and/or Linux servers

## **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).

### **Shapes Strategic Thinking**

- Inspires a sense of 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 co-operation 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

### **Technical Capability**

- 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](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.