Australian Government | acma Australian Communications and Media Authority

Candidate pack

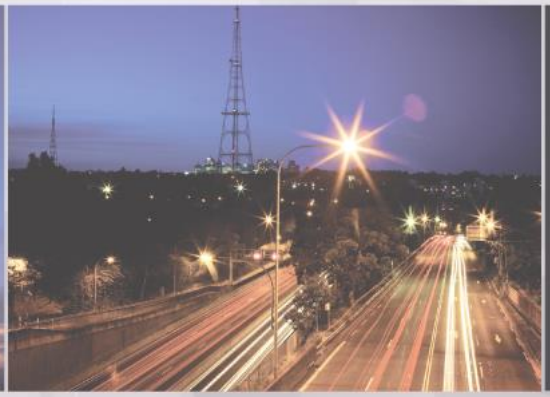
Trainee Field Officer

APS Level 3

$71,157 - $77,381 plus 15.4% superannuation

Full time, Part time, Ongoing, Non-ongoing

Location:	Sydney
Division:	Communications Infrastructure
Reference:	3092-2026-1
Contact for information:	Chris Wong Manager, Field Operations 03 9963 6808 chris.wong@acma.gov.au
Applications close:	**Tuesday, 8 December 2026 at 11.59pm AEDT**


About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities.

We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA, visit www.acma.gov.au

To find out more about working at the ACMA, visit Careers | ACMA

Who we are

Field Operations is a geographically dispersed team with staff in Melbourne, Sydney and Brisbane. We support the ACMA's regulatory work by investigating radio interference, measuring and analysing communications signals, inspecting equipment and helping industry and the community meet radiocommunications requirements.

Field Officers work with specialist monitoring and measurement equipment in offices and out in the community. The team's work ranges from resolving interference affecting mobile, broadcast and other radiocommunications services to supporting communications at major events.

Our core work includes:

- diagnosing and resolving radio interference
- measuring and analysing signals used for broadcasting, mobile telecommunications and other radiocommunications services
- inspecting telecommunications cabling, equipment and devices
- supporting ACMA compliance priorities
- providing radiocommunications support at significant events, with Field Operations having a direct role in preparations for the Brisbane 2032 Olympic and Paralympic Games
- working with industry, businesses and members of the Australian community.

About the role

Turn your interest in electronics into a rewarding technical career that takes you beyond the office.

As a **Trainee Field Officer**, you'll work alongside experienced specialists to help keep Australia's communications networks operating reliably. You'll develop practical skills investigating radio interference, measuring communications signals and supporting industries and communities that rely on critical communications services every day.

No two days are the same. You might be tracking down interference affecting a mobile network, measuring broadcast signals, inspecting equipment or supporting radiocommunications at a major event.

In this role, you will have the opportunity to:

- help identify and resolve interference so mobile networks can continue to provide connectivity and access to Triple Zero
- help resolve interference affecting broadcast television and radio services
- measure television, radio and mobile signals to support industry compliance
- develop the technical and investigative skills needed to support major events, including the Brisbane 2032 Olympic and Paralympic Games.

Check out our website for more information about the role of ACMA **Field officers.**

Why join Field Operations?

Our trainee program offers a mix of practical experience, structured development and work with a clear public purpose.

You'll have the opportunity to:

- build a practical technical career using specialist radiocommunications monitoring and measurement equipment
- gain two fully funded, nationally recognised qualifications:
  - Diploma of Electronics and Communications Engineering
  - Certificate IV in Government Investigations (this is required in several investigatory roles in the Australian Public Service).
- develop your skills through investigations, fieldwork and travel to other parts of Australia
- build the experience needed to support major events, including the Brisbane 2032 Olympic and Paralympic Games
- advance to the APS 4 level after successfully completing the technical trainee program and its mandatory qualifications.

Our ideal candidate

We're looking for people who are curious, practical and keen to learn. You don't need to know everything when you start. We're looking for people with a foundation in electronics, curiosity about how communications systems work and a willingness to learn.

Our ideal candidate:

- has excellent communication skills
- is eager to learn the complexities of working in the field and radiocommunications regulation
- is flexible and up for a challenge.

You will work in a range of different environments and enjoy the experience of meeting and working with a wide cross-section of the community. We are looking for candidates who can:

- explain complex technical terms easily
- think outside the box to solve complex technical problems
- look for opportunities for improvement
- be organised and flexible to make changes when the goal shifts
- enjoy working in a team, sharing information and seeking knowledge to achieve a result.

Research suggests that women and people from marginalised groups tend to apply only when they tick every box. If you think you have what it takes, but don't necessarily meet every single selection criterion, please still apply or get in touch with the contact officer to find out more.

What we offer you

We offer competitive conditions and excellent benefits:

- **Make a difference:** Make a positive contribution to the Australian people and community, as Australia's communications and media regulator.
- **A great team:** Join a collaborative and collegiate workforce that fosters life-long connections, supportive supervisors and access to our leadership, to deliver shared goals.
- **Grow your career:** We value the skills and experience our staff bring to the ACMA and are committed to their further development. Our unique breadth of work provides diverse professional and mobility opportunities that enable growth and progression.
- **Flexibility and balance:** We promote a healthy work/life balance with flexible conditions and provide a culturally supportive environment that supports caring responsibilities so staff can remain engaged at work.
- **Health and wellbeing:** We are committed to the health and wellbeing of our staff and our leadership lead by example. We extend services that enhance and promote physical health, mental health and social wellbeing to benefit you and your family.
- **Centralised offices and lifestyle:** With options to be in our Canberra, Melbourne or Sydney offices, staff are in close proximity to cafés, dining, retail facilities, public transport, childcare centres and gym and fitness options.
- **Conditions:** Competitive benefits, plus 15.4% superannuation and options for cultural leave, primary (18 weeks) and secondary (14 weeks, increasing to 18 weeks by 2027) parental leave and the ability to purchase additional leave.

What our staff say

'There are genuinely good people here who want to make a difference in their work and do good work for Australian people.'

'We have a dynamic and diverse remit with supervisors who create opportunities for growth and learning new skills.'

To find out more about working at the ACMA, including what our staff say, visit Working with us | ACMA

Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

The successful applicant must be able to obtain and maintain a **Baseline security clearance** or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the Australian Government Security Vetting Agency (AGSVA) website.

Due to the technical nature of the role, you will need to be currently completing, or have completed within the last 3 years, a **Certificate III or Certificate IV in Electronics (or an equivalent qualification)**.

The successful applicant must hold **a current Australian driver's licence** that allows them to drive passenger and light commercial vehicles and agree to location tracking of ACMA vehicles they operate.

Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Use of merit pools

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar vacancies.

Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles. Applicants are asked for their consent to share this information as part of the application process.

Equitable Opportunity

We are committed to ensuring candidates have an equitable opportunity to apply for roles. We offer the RecruitAbility scheme and reasonable adjustments.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy.

More information can be found at RecruitAbility scheme: A guide for applicants | Australian Public Service Commission (apsc.gov.au).

Reasonable Adjustments

We can facilitate reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with a disability. For example, reasonable adjustments may include additional time to complete assessment tasks at interview, accessible computer hardware and software, material in large font, or undertaking an interview at a particular time of day.

Please discuss your needs with the contact officer at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

Note: you are not required to provide a doctor's certificate to request or receive reasonable adjustments for this recruitment process. If you are the successful applicant, we will work with you to gather information on any adjustments that can support you in the workplace, which may include medical evidence if required.

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our online careers portal will guide you through the application and submission process.

Your application will need to include:

- your resume of no more than two to four pages, and include:
  - your full name, contact email and mobile number
  - details of any relevant education and qualifications
  - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
  - other relevant experience.
- the contact details of two referees, including your current supervisor
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us
  - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role
  - you may like to structure your examples using the problem, action, result (PAR) method:
    - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills
    - **Action:** Outline the action you took to address or resolve the problem
    - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
  - you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.

Note: The ACMA offices will be closed from Friday, 25 December 2026 to Friday, 1 January 2027 (inclusive). Interviews may be scheduled after this period.

AI in recruitment

Use of AI tools and technologies in recruitment processes must be compliant with the *Public Service Act 1999*, the Australian Public Service Commissioner's Directions 2022 and the *Privacy Act 1988*.

Candidates planning to use AI tools and technologies to prepare their application should refer to the Australian Public Service Commission's Principles for candidate use of AI in recruitment.

Privacy statement

The Australian Communications and Media Authority (ACMA) and the Office of the Australian eSafety Commissioner (eSafety) comply with the *Privacy Act 1988* (the Act).

The ACMA and eSafety comply with the Act in the collection, handling, use and disclosure of personal information. The personal information we receive in the application process is collected to assist us to determine your suitability for selection for an advertised vacancy and will not be disclosed for other purposes unless we have your informed consent or we are otherwise permitted or required to disclose that information by law.

Recruitment details, including resumes, can only be accessed by the candidate or by ACMA or eSafety staff or contractors in relation to the relevant recruitment and selection activity. For example, only the recruitment officers, professional scribe, selection committee members and designated administrative staff who are conducting the selection process can access your recruitment details.

Candidates should be aware that the ACMA or eSafety and the panel may obtain personal information through its own inquiries, including information collected outside planned recruitment activities or from sources other than the nominated referees.

Selection committee members can only access data relating to the recruitment action they are currently processing. At times the ACMA or eSafety may engage a professional recruitment agency or other APS employees external to the agency to assist in the recruitment process. These members can only access the information as part of the recruitment process.

In some cases, an Order of Merit or Merit Pool may be created and used to fill similar roles at the ACMA or eSafety or other Australian Public Service (APS) agencies within 18 months from when the original vacancy was advertised. If placed on an Order of Merit or Merit Pool, and with your consent, your personal information may be shared within the ACMA or eSafety or another APS Agency looking to fill a similar vacancy.

Click here to view the ACMA's Privacy Policy: Privacy policy | ACMA

Click here to view the eSafety Commissioner's Privacy Policy: Privacy | eSafety Commissioner