



Australian Government

**Australian Pesticides and
Veterinary Medicines Authority**



IT Support Officer
Position number: 01198
APS 5

Candidate information package
September 2023



The position

Position title	IT Support Officer
Classification	Australian Public Service 5
Location	Armidale NSW
Job type	Ongoing; Full-time (Non-ongoing and Part-time options may be considered)
Qualifications	-
Salary	\$85,512.00 to \$93,944.00 (plus 15.4% superannuation), depending on qualifications and experience
Security clearance	Baseline
Citizenship requirements	Australian citizens only

Direct supervisor	Assistant Director ICT Vendor Support and Management
Program	Business Enabling Services
Section	ICT and Business Technology

Position summary

The Business Technology team are responsible for the delivery of all ICT services in the Australian Pesticides and Veterinary Medicines Authority (APVMA). The services include ICT governance and change, operations, cyber security, and data capabilities streams.

The IT Support Officer is responsible for providing a high level of IT services to the APVMA. Given the diversity of staff location, the IT Support Officer will perform a mixture of in-person and remote assistance and work proactively to identify and resolve issues across the business.

Operating in a fast-paced work environment, the position will remain responsive and adaptable to the changing needs of the organisation. They will maintain a strong focus on enhancing user satisfaction, and provide specialist on-site ICT support for APVMA's business operations.

Core functions

The key services delivered by the ICT Support Officer include:

- Delivery of quality ICT support services to clients.
- Incident and Service Request Management.
- ICT Asset management.
- Coordination with Managed Service Providers.
- User Administration, including creation, deletion and modification of individual user accounts, email mailboxes utilising O365 administration.
- Deployment of Hardware, SOE, and approved software.

- Engaging with vendors and suppliers as required to coordinate procurement, warranty support, and maintenance services for hardware and software products.
- Assisting with the implementation of new or updated IT systems, business processes, software upgrades, and technology changes.
- Identifying opportunities for improving IT operational outcomes.

Selection criteria

To be a strong contender for these roles, you will have:

Essential:

1. Ability to remain calm under pressure and respond constructively to difficult situations, while committing energy and drive to achieve goals and objectives.
2. Knowledge and experience in the use of Microsoft Windows, Microsoft 365 and Active Directory.
3. Confidence and ability to work autonomously and effectively collaborate and negotiate with team members, and business areas at all levels of seniority.
4. Proven ability to communicate effectively whilst responding to stakeholder needs and expectations across a geographically dispersed network.
5. Demonstrated experience in providing high level customer service with a strong focus on service delivery, supporting a culture of quality service management, and continuous improvement.

Desirable:

- Knowledge and experience in the use of Microsoft Azure and Remote Access platforms.
- Knowledge and experience in the use of Apple Smartphones and related technologies.
- Knowledge and experience in the use ITIL.

Your application

In submitting your application, please ensure that you include an up to date resume and separate document addressing the selection criteria above. Your response to the selection criteria must not exceed 350 words.

All applications are submitted online through the APVMA Careers website: apvma.gov.au/join-our-team.

For any questions, please contact our HR Team by email at hr@apvma.gov.au.

Our selection process

In accordance with the *Public Service Act 1999* we recruit our staff based on merit, which means that from a wide and diverse field of applicants we will select the best person for the position. To do this, we compare the skills, experience and abilities of each applicant. We use different tools and techniques, such as written applications, interviews and work sample tests, to collect the evidence we need to make a merit-based decision.

In the event a role in another area needs to be filled, which is deemed to require the same skillset, an existing order of merit may be utilised.

Table 1 outlines the approach we anticipate taking to fill this position.

Table 1: APVMA selection process approach

IT Support Officer – selection process					
Selection Criteria	Stage 1		Stage 2		
	Relevant work experience	Responses to application questions	Psychometric testing	Work sample assessment	Structured interview
Criteria 1	Y	Y			Y
Criteria 2	Y	Y			Y
Criteria 3	Y	Y			Y
Criteria 4	Y	Y			Y
Criteria 5	Y	Y			Y
Timeframe	September 2023		September to October 2023		

Writing tips

When writing your application (also referred to as your 'response to the selection criteria') you should demonstrate your experience through discussion of real life examples. It is preferable for you to select an example/s that best allows you to present competencies against the requirements of the position.

For this you should consider using the STAR Method (Situation-Task-Action-Results):

Situation

- What was the situation? This is a brief outline of the situation faced and your role.

Task

- What were the main issues involved with the situation?
- What needed to be done?
- What task/s needed to be achieved and what was the desired outcome?
- What obstacles had to be overcome?

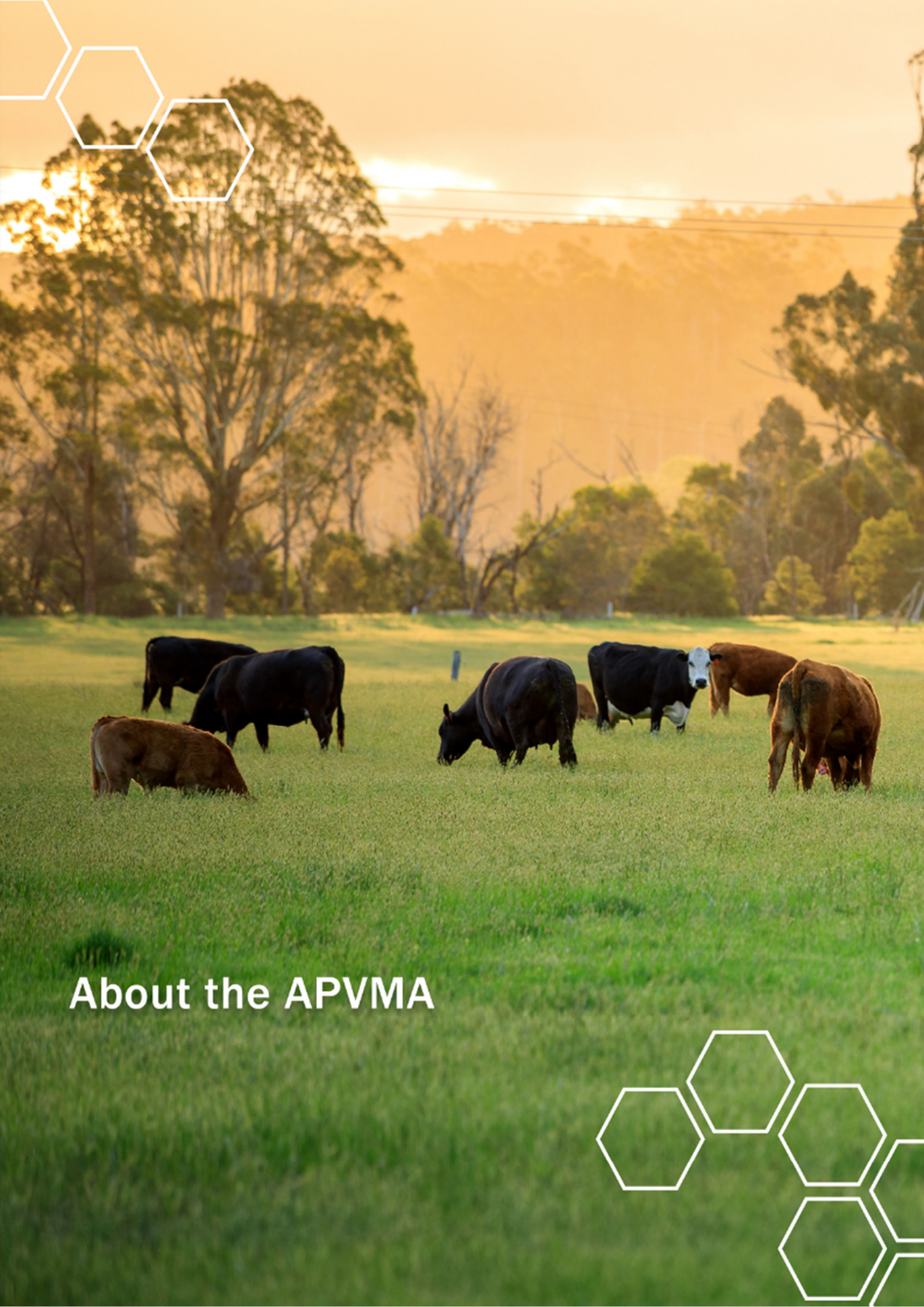
Action

- What were the steps you took to complete the task? This will include allocation of resources, people involved etc.

Results

- What was the outcome?

For additional information on preparing your application and addressing selection criteria please refer to [Cracking the Code](#) on the [Australian Public Service Commission](#) website.



About the APVMA



Our purpose

We regulate agricultural and veterinary chemicals to manage the risks of pests and diseases for the Australian community and to protect Australia's trade and the health and safety of people, animals and the environment.

Our vision

To be a global leader in agriculture and veterinary chemicals regulation for the benefit of Australia.

Our role

The Australian Pesticides and Veterinary Medicines Authority (APVMA) has a clearly defined role as the regulator of agricultural and veterinary (agvet) chemicals in Australia. We are the independent statutory authority responsible for assessing and registering pesticides and veterinary medicines proposed for supply in Australia.

As the national regulator, the APVMA regulates agvet chemicals in line with the responsibilities described in the *Agricultural and Veterinary Chemicals (Administration) Act 1992* and the *Agricultural and Veterinary Chemicals Code Act 1994*. In this role, we:

- ensure Australians have access to safe and effective agvet chemicals to control pests and diseases in animals and plants
- monitor and enforce compliance with the Agvet Code and other legislation we administer
- maintain the Record and Register of approved agvet constituents, registered products and approved labels.

Our values

The APVMA upholds the Australian Public Service (APS) values as set out in the [Public Service Act 1999](#). In addition to the APS values, we demonstrate the following behaviours:

- We apply science-based decisions pragmatically, consistently and proportionately to the risk.
- We actively engage with all stakeholders to build confidence in our regulatory system.
- We are committed to meeting our statutory obligations.
- We demonstrate leadership and trustworthiness and act with integrity.
- We encourage innovation and embrace technology.

About us

The APVMA provides regulatory services for the supply of safe and effective agricultural and veterinary (agvet) chemicals in Australia. Our decisions protect human and animal health, the environment, facilitate trade and contribute to Australia's agricultural productivity.

We regulate the manufacturing and supply of pesticides including, herbicides, biocides, insecticides, and seed treatments; animal antibiotics, hormonal treatments and some stock feeds and pet foods. We also regulate household products such as insect repellents, garden sprays and pool chemicals.

We demonstrate and celebrate our commitment to workplace diversity strategies to maximise the contribution and inclusion of our people. We welcome applications from Aboriginal and Torres Strait Islander people, mature age people, people with cultural and linguistic diversity, and people with disability.

The APVMA offers exciting opportunities for a challenging career where you can apply your scientific expertise for the benefit of all Australians. You will work as part of a broader team that delivers efficient regulatory services to support Australia's agvet chemical industry and Australian agriculture.

More information about [the roles and responsibilities of APVMA](#) is available on our website.

Benefits of working with the APVMA

Throughout your career with us we will offer you experience in:

- project management
- team work and leadership
- working with multidisciplinary science teams
- understanding of registration process and decision making in a regulatory context
- evaluation of the safety and efficacy of new pesticide or veterinary medicine products
- how product labels are used to manage risks to humans, animals, crops, the environment, and trade
- providing advice to the decision maker on registration of new products
- developing relationships with industry stakeholders.

We offer generous pay and conditions under the [APVMA Enterprise Agreement 2017–20](#).

In return we expect you to:

- comply with the requirements of the *Public Service Act 1999*, including the APS Values, Employment Principles and Code of Conduct
- comply with our policies and guidelines
- participate in our Performance Management process
- as a worker under the *Work Health and Safety Act 2011*, cooperate with any reasonable instruction, policy or procedures given to you by the APVMA which relates to health and safety in the workplace
- take reasonable care for your own health and safety while at work and ensure your acts or omissions do not adversely affect the health and safety of other persons in your workplace.

