



# Job information pack

## Applications Support Officer

APS Level 5

\$92,759 to \$99,511 per annum plus 15.4% superannuation

Canberra ACT



## Position details

Job reference	VN-0768862
Classification	APS Level 5
Employment status	Ongoing <i>*A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.</i>
Working hours	Full time
Group	Corporate
Team	Technology and Information Management
Location	Canberra ACT
Eligibility and conditions of employment	<p><b>Citizenship:</b> Under section 22(8) of the <i>Public Service Act 1999</i>, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing.</p> <p><b>Security clearance:</b> Ability to obtain and maintain a Baseline security clearance.</p> <p><b>Specific conditions:</b></p> <ul style="list-style-type: none"><li>• Will be required to work outside of normal business hours to support planned/unplanned support activities or releases</li><li>• May be required to work on weekends</li><li>• On-call support outside of business hours.</li></ul> <p>For further information on eligibility and conditions of employment, please visit our <a href="#">Careers</a> page.</p>
Applications close	Sunday, 3 May 2026 at 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact <a href="mailto:Recruitment@comcare.gov.au">Recruitment@comcare.gov.au</a>

## About Comcare

At Comcare, our purpose is to ***promote and enable safe and healthy work***. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are ***committed to building and fostering a capable, engaged and high performing workforce*** that is trusted and passionate about achieving better work health and safety outcomes for Australians.

## About the team

The Technology and Information Management (TAIM) team maintain Comcare's Information, Communication and Technology (ICT) infrastructure and provide strategic leadership, governance, solutions and advice for the effective management of information and IT systems.

The Applications Support unit is part of TAIM and is responsible for supporting and maintaining several core business applications and software products, both in-house and third-party developed. The unit also participates and contributes to the incident, problem, change and release management ITIL processes to ensure consistent, reliable and continued business operations.

## The opportunity

The Applications Support Officer will provide technical support and services which will help ensure that Comcare's in-service systems, products and services continue to function at an optimum level. Consequently, resulting in proactive and continuous engagement with various stakeholders which may include, but not limited to, application development teams, business representatives, vendors, partners and other third-party providers. The role will also require participation in change and release management including coordination, promotion and maintenance of software builds through test environments and Production.

In this role your key responsibilities will include, but are not limited to, the following:

- Monitor, triage and support (level 2/3) incidents and user requests within the application support queue, including escalation of complex issues to be able to provide timely resolution.
- Perform routine vendor upgrades, patching and maintenance of non-production and production environments (cloud and on-premises).
- Liaise with Technology teams and relevant Business areas in investigating and resolving incidents and fulfilling requests.
- Manage expectations regarding resolution times.
- Implement and help to coordinate the deployment of builds/applications to non-production and production environments, including coordination of tasks and resources (cloud and on-premises).

- Provide guidance, promote and lead adherence to ITIL best practices.
- Help to maintain relevant support documentation and knowledge base articles.
- Management and timely resolution of incidents, problems, and service requests.
- Contribute to and participate in change and release management processes.

## Our ideal candidate

We are looking for a candidate that is highly motivated, high-achiever and proactive person. That can meet deadlines in a very dynamic and priority conflicting environment. Have continuous engagement with various stakeholders which may include, but not limited to, ICT infrastructure teams, application development teams, business representatives, vendors, partners and other third-party providers. Be open to constantly learn new technical skills and business processes and capable to work with minimum supervision.

As our ideal candidate, you will have the following skills and capabilities:

- Demonstrated experience providing Level 2 and Level 3 application support for enterprise systems across a diverse technology stack, including custom built and commercial applications, databases and workflow platforms, in hybrid (cloud and on premises) environments.
- Demonstrated experience in abiding industry standards for IT Service Management, including incident, problems, request, change and release management.
- Demonstrated investigative and analytical skills, including the ability to retrieve, analyse and interpret information across multiple platforms, environments and integration points to resolve complex incidents and deliver effective business-focused solutions.
- Well-developed communication, collaboration, and relationship management skills.

## Qualifications and experience

Mandatory:

- Demonstrated ICT support experience or equivalent proficiency is required; ideally 2 years or more is well regarded
- Current ITIL Foundation certification
- General Knowledge in Power Apps and Power Automate Technologies

Highly desirable:

- Oracle and SQL Server experience
- Basic PowerShell skills

## Work environment

Our Application Support team operates in a collaborative, respectful, and high-trust environment where people feel empowered to own problems and continuously improve services. We balance operational excellence with wellbeing by promoting knowledge sharing, clear accountability, and realistic prioritisation. The result is a motivated team that responds effectively to incidents, proactively improves systems, and delivers reliable outcomes for the business.

Workload may temporarily increase for short durations due to fluctuations in service demand, priority incidents, or project peaks. During these times, employees are expected to manage competing priorities while maintaining service quality. These spikes are intermittent and vary depending on operational cycles. The likelihood is moderate, particularly during planned releases, incident surges, or organizational change periods.

The role may occasionally require work outside standard business hours to meet operational needs, respond to service demands, or support time sensitive tasks.

These instances are infrequent and generally occur during peak activity periods, planned system changes, or unanticipated service issues. While not a routine expectation, the likelihood increases during periods of heightened operational demand.

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

To help manage these requirements Staff are provided with:

- Access to flexible work arrangements where feasible (adjusted start/finish times, time off in lieu).
- Managers provide advance notice wherever possible to support planning and wellbeing.
- Workload monitoring to ensure extended hours do not become sustained or excessive.
- Regular workload check-ins and prioritization support from team leaders.
- Temporary redistribution of tasks or additional resourcing (e.g., acting support, on call escalation).
- Access to wellbeing resources, such as Employee Assistance Programs (EAP).
- We offer supportive team culture that encourages early reporting of workload concerns.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

## How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in **one page (maximum)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate

your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section.**

- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum.**
- The contact details of **two referees**, one of which should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).



## Benefits of working with us

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### We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



### We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



### We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



### We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



### We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

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For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

## Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

## RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

## Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.