Australian Government

Comcare

Job information pack

ICT Change and Release Manager
Executive Level 1

$123,660 to $147,347 per annum plus 15.4% superannuation

Canberra ACT

Position details

Job reference	VN-0766765
Classification	Executive Level 1
Employment status	Ongoing *A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.*
Working hours	Full time
Group	Corporate
Team	Technology and Information Management
Unit	ICT Service Delivery
Location	Canberra ACT
Eligibility and conditions of employment	**Citizenship:** Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing. **Security clearance**: Ability to obtain and maintain a Baseline security clearance. For further information on eligibility and conditions of employment, please visit our Careers page.
Applications close	Sunday, 15 February 2026 at 11:59pm (Australian Eastern Daylight Time)
Contact officer	Please contact Recruitment@comcare.gov.au

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) Unit maintains Comcare's Information, Communication and Technology (ICT) infrastructure and provides strategic leadership, governance, solutions and advice for the effective management of information.

The ICT Change and Release Manager is accountable, under broad direction, for performing complex to very complex work providing governance for all ICT changes and releases across the Comcare. They will also work closely with the Comcare's Technology Operational and Project delivery teams to deliver system changes into production environments.

The Change and Release Manager will be responsible for in managing the Comcare's ICT change process from authorisation through to deployment. They will ensure that changes are appropriately identified and reported for discussion and review with both technical and business delegates.

They will also be responsible for supporting the implementation and management of release processes for code through development, test and production environments. In performing all aspects of the role, they will work closely with all internal and external relevant stakeholder groups; ensuring they are effectively managed, engaged and informed at all stages of a change or release to the appropriate environment.

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

1. Manage the development of change and/or release business process design; working closely with managers and identified work areas in the Agency to identify, interpret and document business and system requirements.

2. Accountable for supporting the implementation and management of release processes for code through development, test and production environments.

3. Accountable for supporting the certification workflow for all new services.

4. Maintain and improve change and release management operations by monitoring system performance; identifying and resolving problems; identifying and preparing enhancements; undertaking customer enquiry pattern and trend analyses; managing system and process improvement.

5. Establish, maintain, and operationalize the process for Change, Release Management, Deployment Management.

6. Ensure the SIT, UAT, production environment is protected by a rigorous Change and Release Management process.

7. Ensure standardized process and procedures are used for efficient handling of changes to minimize incidents due to change.

8. Lead the Change and Release Management process activities across various IT functions within the organization.

Our ideal candidate

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

- Demonstrated experience in IT service management (ITSM) with proven track record in establishing, managing IT change & release processes and activities within a global/regional organization.

- Developed leadership skills including ability to and negotiate with influence, including strong facilitation and presentation skills.

- Demonstrated experience providing oversight and management of ICT Release management activities. To ensure management, planning, and control a software and firmware updates to improve quality, speed, and efficiency. This includes maintaining the quality of release documentation and controls and working with delivery teams to ensure Dev Ops and CI/CD practises, operate within established, governance, security and compliance requirements.

- Highly developed communication skills with proven ability to communicate and ability to build and effectively manage complex internal and external stakeholder relationships.

- Demonstrated experience with project management and software development and testing cycles.

Desirable qualifications and experience

- Experience in Change, Release & Deployment Management or related experience will be highly regarded

- Experience in environment management, build, deploy and manage will be considered favourably

- Working knowledge and understanding in the technology stacks including IT Infrastructure, Virtualization, Security, App/Dev and Technological Change

- ITIL Foundations v3 or v4 certified

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 approximately **750 words (not exceeding one page)** 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

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.

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.