



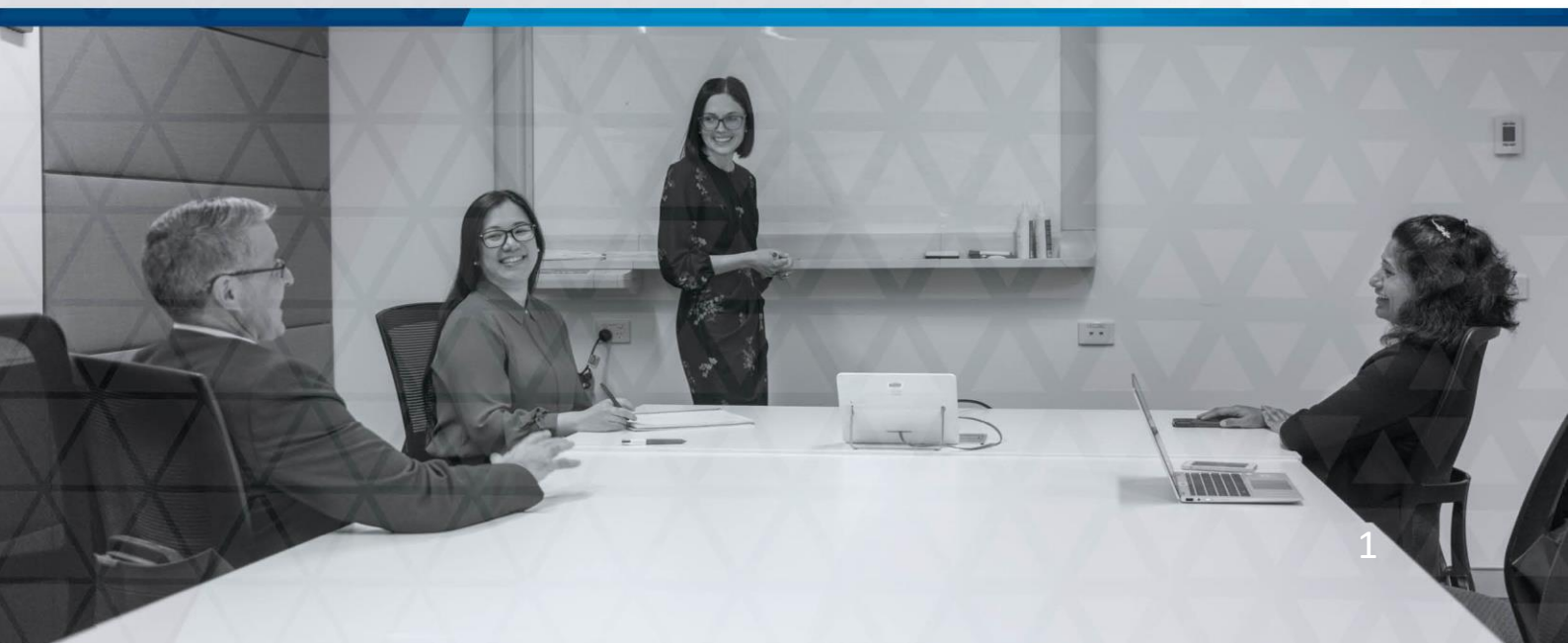
Australian Government  
Comcare

APS Level 4  
ICT Sourcing Support Officer  
ICT Business Engagement Support Officer

\$79,552 to \$87,004 per annum plus 15.4% superannuation

*Canberra ACT*

**WE CARE: IT'S WHAT  
SETS US APART.**



Position Detail	
Job Reference	VN-0757292
Classification	APS Level 4
Employment Status	Ongoing <i>A merit pool will be created and may be used to fill future ongoing and non-ongoing vacancies.</i>
Hours	Full time
Group	Corporate
Team	Technology and Information Management
Unit	ICT Sourcing ICT Business Management
Location	Canberra ACT
Selection Process	<p>Please apply through <a href="#">Comcare's Current Vacancies website</a>, providing a statement of claims with your response outlining what you could bring to this position including your skills, experience and knowledge relevant to the below job specific capabilities and role (maximum 2 pages).</p> <p>Our competitive merit process can take approximately six weeks, covering shortlisting, interviews, references, and offers. Processes may also include psychometric testing and a written assessment.</p> <p>We welcome candidates from within or outside of the Australian Public Service to apply. The Australian Public Service Commission has provided guidance which may assist with your application: <a href="#">Cracking the Code</a>.</p>
Eligibility and Specific Conditions of Employment	<ol style="list-style-type: none"> <li>1. Australian citizenship.</li> <li>2. Character clearance (Australian Criminal History Check).</li> <li>3. Employee Health Declaration.</li> <li>4. Six months probationary period for new engagements.</li> <li>5. Ability to obtain and maintain a Baseline Security Clearance.</li> </ol> <p>For information on conditions of employment, please go to <a href="#">Working at Comcare</a>.</p>
Applications Open and Close	Monday, 14 April 2025 to Tuesday, 22 April 2025 at 11:59pm (Australian Eastern Standard Time)
Contact Officer	Please contact <a href="mailto:Recruitment@comcare.gov.au">Recruitment@comcare.gov.au</a>

**Team and Role Overview**

The Technology and Information Management (TAIM) team maintains Comcare's Information, Communication and Technology (ICT) infrastructure and provides strategic leadership on architecture, governance, solutions and ICT security, and advice for the effective management of information and systems.

The ICT Sourcing team supports TAIM with end-to-end ICT procurement, contract management, vendor engagement and invoice payments. They are the link between TAIM technical areas and the Central Procurement Unit. As the ICT Sourcing Officer, you will be responsible for the daily management of administrative related tasks for the ICT Sourcing Team.

The ICT Business Engagement team is the link between the ICT technical areas and Comcare's business areas. As the ICT Business Engagement Support Officer, you will support the ICT Business Engagement team, including liaising with stakeholders, drafting documents, managing the mailbox, and coordinating meetings and training sessions. This role will also involve managing moderate complexity business engagement initiatives and providing administrative support to the ICT Sourcing team as required.

**Primary Responsibilities:**

<b>ICT Sourcing Support Officer</b>	<b>ICT Business Engagement Support Officer</b>
1. Support the ICT Sourcing team in managing administrative activities such as minute taking, action items, calendar invites.	1. Support the ICT Business Engagement team in managing administrative activities such as minute taking, calendar invites, records keeping, and file management.
2. Manage the ICT Sourcing queue using the Service Management Tool.	2. Manage the ICT Business Engagement mailbox and triage emails for team members' attention.
3. Review contract deliverables and historical data to determine invoice accuracy, then coordinate the approval to pay invoices or initiate further investigation.	3. With the guidance of a senior Business Analyst, analyse business needs, problems, and opportunities to gather, understand, and document business requirements.
4. Prepare draft documentation for ICT procurements and labour hire and send correspondence to internal and external stakeholders.	4. Prepare briefing material, including Summary and Status Reports, System Certifications, and other documentation such as training guides, TAIM Newsletter and staff communications.
5. Actively develop and maintain working relationships across Comcare with employees including senior management.	5. Build and maintain effective business relationships with Comcare's business stakeholders across all Groups.
6. Work collaboratively within the ICT Sourcing team, and across TAIM more broadly.	6. Work collaboratively with business and technology stakeholders by facilitating and/or coordinating workshops, stakeholder interviews, presentations, and training sessions.

7. Participate in the identification, planning and implementation of improvements to policies, processes, and systems.	7. Participate in the identification, planning and implementation of improvements to policies, processes, and systems, including undertaking low-level research of ICT products to help inform options or procurement activity.
8. Administration of TAIM group activities and provide administrative assistance to the ICT Business Engagement team as required, this may include collating the TAIM Newsletter or assisting with staff communications.	8. Administration of TAIM group activities and provide administrative assistance to the ICT Sourcing team as required, this may include paying invoices, preparing under \$10K procurement documentation, and triaging emails in the CIO mailbox.

### Job Specific Capabilities

1. Demonstrated experience using the Microsoft 365 suite (Outlook, Word, Excel, PowerPoint).
2. Demonstrated ability to quickly learn new applications and/or systems.
3. Strong administration, coordination and organisational skills including high attention to detail and prioritisation of work.
4. Strong written and verbal communication skills.
5. Strong stakeholder engagement skills including the demonstrated ability to negotiate confidently.

### Desirable Qualifications and Experience

- Relevant qualifications are preferred but not essential. Relevant qualifications could include business knowledge, government procurement and contract management, computer science, information technology, business analytics, or related field.

### Who we are

For over thirty years, Comcare has been the national authority for work health and safety, and workers' compensation.

- **Our purpose** is to promote and enable safe and healthy work, and to minimise the impact of harm in the workplace.
- **Our mission** as a sector leader is to enhance workplace safety, prevent injury, and foster early intervention. We administer a workers' compensation scheme covering over 860,000 employees across multiple industries.
- **Our stakeholders** are central to our purpose. We partner with employees, employers, and service providers to tailor our services to their specific needs.
- **Our workforce** is flexible, diverse, respectful, and professional. We take an insight-driven, evidence and risk-based approach to our work. Comcare cares about the health, safety and wellbeing of its employees and making impactful change.

By joining Comcare, part of the Australian Public Service (APS), you will enjoy the benefits of being part of a culture which is focused on making a positive impact on the health and safety of Australians.

We demonstrate our dedication to your well-being, through a range of conditions and benefits and will actively support your pathway to career growth. We recognise that flexibility applies to all roles to assist with maintaining a positive work/life balance, however, not all types of flexible working arrangements will be suitable for all roles or circumstances, but include access to part-time work, flex-time, hybrid home/office work arrangements.

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### We care about making an impact.

Make a meaningful contribution to the health and safety of workers nationwide. Our experienced workforce are pioneers of safe work initiatives, including strategies to address psychosocial hazards.

- *We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work.*



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### 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.*
- *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.*



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### 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.

- *Flexible work for your life balance including work from home and office arrangements, and flexitime for employees up to and including the APS6 level.*



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### We care about growing your career.

We champion a culture of development, offering on-the-job training, support for studies, and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.

- *Investing in your career development through a range of learning options, from on-the-job training, formal training courses, support for continued professional development, up to \$5,000 per year in study assistance, as well as coaching, mentoring, and opportunities to make a difference through various working groups.*



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### 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.

- *Annual CEO Awards recognising outstanding achievements.*

### **RecruitAbility Scheme**

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means you will be progressed to further assessment if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.



### **How do I opt into the RecruitAbility scheme?**

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

### **Reasonable adjustments**

We provide reasonable adjustments such as access, equipment, or other practical support at relevant stages of the recruitment process. Further details about the RecruitAbility scheme please go to [the Australian Public Service Commission, A Guide for applicants](#).

### **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 special arrangements to be made for assessment, please indicate this in your application and a member of the selection panel will contact you.

### **Merit Pool**

A merit pool of suitable applicants may be created which can be used to fill future similar vacancies should they become available over the next 18 months.