



Application package

Position title:	IT Services Support Adviser
APS Level and salary range:	Salary package from \$91,282 to \$96,722 (this includes 15.4% super) APS5
Position offered:	Ongoing role. Full time (we are committed to supporting flexible working arrangements)
Location:	Level 7, 309 Kent St, Sydney CBD
Closing date:	10am, 23rd November 2022 – we will review applications as they arrive.
Contact Officer:	Steven Douek, Reporting and Technology Executive Manager
Contact number:	(02) 9432 7000

About the Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012* (Act).

Our Agency has two distinct functions: a regulator and driver of change. In our regulatory role we administer the Act which requires all private sector employers with 100 or more employees to report against six gender equality indicators, which have been developed to address the most pressing contemporary challenges to gender equality in Australian workplaces. The Agency is also in the process of expanding to collect data from the federal and state and territory public sectors.

As a driver of change our Agency seeks to motivate, educate and support improved gender equality in Australian workplaces by promoting evidence-informed public discussion and understanding of gender equality, collaborating strategically to build strong relationships and tailored interventions between the Agency and its stakeholders, using the Agency's data-rich research to position it as the leading source of information and advice on workplace gender equality issues.

Further information about our Agency is available at www.wgea.gov.au

About the opportunity

Our Agency is entering an exciting new chapter as we seek to deepen our impact, expand our reach and accelerate the rate of change. This hands-on role is a critical part of our Reporting and Technology team, responsible for the continued development and implementation and delivery of high impact technical solutions.

Position description

Position title:	IT Services Support Adviser
APS Level:	APS5
Location:	Sydney CBD
Team:	Reporting & Technology
Position offered:	Ongoing full time (we are committed to supporting flexible working arrangements)

Purpose of the position

The Reporting and Technology team's purpose is to manage and deliver efficient gender equality reporting programs, capturing data through the provision of technology systems and services, that manage compliance with the *Workplace Gender Equality Act*. The team is responsible for developing and enhancing technology platform requirements, improving user experience, and enabling expansion of the Agency's mandate and changing regulatory requirements. The team also provides Agency staff with internal Information Technology support services.

The **IT Services Support Adviser** operates within the Reporting and Technology Team, providing support for WGEA's key technology systems. This includes desktop support, day to day maintenance, trouble shooting and issue rectification.

The position is an IT all-rounder who is comfortable liaising with internal stakeholders, external customers, and third-party IT service providers.

This position requires the ability to provide support across a wide range of IT systems, working proactively and collaboratively with all stakeholders to ensure support outcomes in line with the Agency's Service Charter.

Expected outcomes and accountabilities

This position reports to the Reporting and Technology Executive Manager, working closely with the Operations team and is responsible for:

- providing expert technology support for WGEA's day to day technical operations.
- being the key technical point of contact for the Department of Education, Skills and Employment (DESE), as network services provider and other external suppliers as required.
- acting as the first port of contact for internal staff requiring IT assistance, troubleshooting technical issues, with support to resolution and/or escalate to supplier organisations as required. Including but not limited to desktop hardware (issues, maintenance, and upgrades), software, telephones, personal electronic devices and other electronic office resources.
- providing input into the Agency's IT strategy and direction based on up-to-date technical knowledge of IT developments in government and the IT industry.
- producing and maintaining IT policy and procedural documentation.
- using technical expertise to recommend efficiency-based improvements to IT systems and processes.
- providing input into inventory management process for all IT equipment owned or utilised by the Agency in collaboration with the Agency Operations Finance team.
- supporting the Reporting and Technology Executive Manager to define and implement technical aspects of Agency projects, most particularly, take responsibility for delivering aspects of the Agency's digital roadmap.

- assisting with managing the Agency's data security and privacy programs, ensuring adequate coverage of the Agency's network, infrastructure and data.
- managing access and user entitlements of Agency systems.
- assisting with administering the Agency's Microsoft Azure cloud environment and cloud infrastructure.
- contributing to other Agency projects as required.

Expected capabilities

The successful candidate will have:

- demonstrated experience in providing, organising and monitoring business application support services.
- demonstrated experience in resolving IT service issues, including acting as the initial point of contact for matters relating to computer hardware and software, telecommunications equipment, and other business-related electronic equipment.
- experience with vendor and supplier management.
- experience with data and network security monitoring.
- excellent time-management skills, with a demonstrated ability to work pro-actively in a team environment, with strong attention to detail and accuracy.
- experience in project support, including project planning, task scheduling and reporting.
- effective interpersonal skills, with an ability to communicate information clearly, concisely and professionally, both verbally and in writing.
- strong analytical and problem-solving skills, particularly working within a legislative and regulatory framework.
- a principled approach and adherence to the APS Values and Code of Conduct.
- Existing Baseline Security Clearance or the ability to obtain clearance (this includes being an Australian Citizen).

The Agency

What we are looking for:

- people who are committed to Gender Equality and delivering change in Australian workplaces.
- people who engage with the future direction of the Agency
- flexible and adaptable people to meet immediate needs and future challenges
- leaders committed to creating a positive workplace culture
- team oriented people with energy and a determination to succeed
- people who can make sound decisions and exercise sensible judgment
- people who are open and accountable and of high integrity.

What we offer:

We value our staff and encourage our employees to be adaptable and collaborative. Our staff are key to our success. We offer:

- a culture that is committed to achieving results and values innovation
- opportunities to work on agency wide projects and collaborations
- roles that have a direct connection to strategic outcomes
- flexible working arrangements, including hybrid work and excellent working conditions
- modern offices in Sydney CBD
- attractive salary packages including generous superannuation and a range of other benefits.

How to prepare your application

Eligibility to apply

Applicants must be able to obtain Baseline Security Clearance (this requires being an **Australian citizen**).

Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives.

The Agency encourages and welcomes applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

You can tell us in your application or when called in for interview if you need any adjustments to help you participate equally in the selection process.

Questions about the position

The contact officer is available to answer any questions you have about the position. You will find their contact details on page one of this application package.

Lodging your application

Your application should be emailed to recruitment@wgea.gov.au.

Applications close 10am, Wednesday 23rd November, 2022

Late applications

Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

You should include the following information in your application:

- **Personal details** including your contact details.
- A **summary** of your work experience (CV/Resume).
- A **cover letter/statement** outlining how your skills, experience and qualifications will help you to meet the requirements of the role. This will help the selection panel make an informed assessment of your suitability.
- Details of **two recent referees** including your current or most recent supervisor (we will seek your permission before we contact your referee)
- Any further relevant information.

Selection Panel

A selection panel (usually three people) will be formed to consider all applications and to develop a shortlist of applicants for further assessment. This assessment can take many forms but will usually include an online interview and a short practical exercise.

Availability for interview

If you are shortlisted for an interview you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Interviews are planned to occur **early December**- with offers expected to be made **within two** weeks of interview.