



HIGH COURT OF AUSTRALIA



Vacancy Information Kit

Position details

Position number	PN 165
Position title	ICT Service Delivery Lead
Classification	High Court Employee Executive Level 1 (\$105,093 - \$113,307)
Location	Canberra, ACT
Working arrangements	Full time Ongoing
Eligibility	Employees of the High Court are required to be Australian citizens. This position requires the ability to obtain and maintain a Negative Vetting 1 security clearance prior to commencement.
Contact officer	Mohammed Akbar Tel: 6270 6919
Closing date	Sunday, 22 May 2022 at 11:55pm AEDT

About the High Court of Australia

The High Court of Australia (the Court) is the highest court in the Australian judicial system. It was established in 1901 by section 71 of the Constitution. The functions of the Court are to:

- interpret and apply the law of Australia
- to decide cases of special federal significance including challenges to the constitutional validity of laws
- to hear appeals, by special leave, from Federal, State and Territory courts.

The seat of the Court is in Canberra, where it is located in its own building within the Parliamentary Triangle. The Court also has locations in Brisbane, Sydney, and Melbourne, as well as sitting on circuit around Australia as required.

Opened in 1980, the High Court building is one of Australia's National Buildings, and was heritage listed in 2007. Structurally, the 40-metre-tall building is essentially one of concrete and glass comprising a number of major functional elements, namely a large public hall, three courtrooms, an administrative wing, and Justices' chambers.

The Court has approximately 75 full-time equivalent ongoing and casual employees supporting the Chief Justice and Justices, most of whom are located in Canberra.

As an employee of the Court, you will:

- work in a high-performing, inclusive and collaborative work environment
- have access to reasonably priced undercover car parking
- be appointed under the *High Court of Australia Act 1979*, and the terms and conditions of employment are similar to those of the Australian Public Service.

Role overview

The Corporate Services Branch provides a high-standard of support and guidance to the Court on general day-to-day requirements. This includes the Administration, Finance, Records Management, Risk and Governance, Information and Communication Technology (ICT) and Building Operations functions which support the operation of the Court.

Each of these key supporting areas of the Court play a pivotal role, ensuring all employees of the Court are able to successfully undertake the duties of their role within a safe, secure and suitable environment.

The ICT Team is a dedicated and vital group of skilled professionals, undertaking a key role in support of the Court's operations. The Team manages the Court's end user computing, server/storage infrastructure, network and WAN services, courtroom IT infrastructure, portable devices, audio-visual system, and back-up and recovery arrangements. This is a challenging and rewarding environment in which to work and as part of a small team, there are many opportunities to work across various projects.

What you need to be successful

The EL1 Service Delivery Lead position leads a small team that is the primary point of engagement for all enquires and help desk requests from employees across the Court. The small team offers specialist advice and support for ICT related issues while providing employees with the best possible service and conveying a willingness to help. The EL1 Service Delivery Lead is a key role overseeing the effectiveness of the Help Desk.

This role requires the ability to develop effective working relationships within the Court in order to ensure that a consistent, high quality service is delivered. This is a fast-paced and varied role

requiring excellent leadership, communication and customer service skills, in addition to a broad range of ICT knowledge.

If you are someone who is able to work well in small teams, have proven well developed customer service skills and at ease with managing multiple tasks, we are very interested in hearing from you.

The duties and responsibilities for this role include:

- working collaboratively with less experienced team members, acting as a mentor and point of escalation for them
- effective time management skills and ability to work calmly, prioritise duties and meet deadlines in a high-pressure, changing environment
- ensuring all tickets that are assigned to the team are regularly actioned, updated and reviewed with a view to implementing appropriate continual service improvement actions
- taking a lead role in handling the team's more complex queries
- assisting with the development of standards to track, monitor, report, resolve or escalate issues
- providing leadership to convey the service culture required to deliver team goals.

Are you eligible to apply?

To be eligible for employment at the Court candidates must be Australian citizens.

Candidates offered employment will be required to successfully undergo a police record check and be able to obtain and maintain a Negative Vetting 1 security clearance. The successful candidate will also need to complete a pre-employment medical examination. Candidates must be willing to disclose all relevant and required information.

Successful applicants engaged by the Court will be subject to a probation period.

What does the selection process look like?

The Court uses a range of assessment processes to assist us in selecting suitably qualified and experienced applicants. We uphold the Merit Principle and our processes are designed to select the best person for the role.

What are the steps?

Apply	Complete and submit your application — see below (max. 1000 words), and a résumé.
Shortlist	Applicants for this process will be assessed on their written application against the selection criteria.
Interview	Shortlisted applicants will be invited to attend an interview. Interviews may be held in person, or by telephone or video.
Work Sample Test	Applicants may be asked to complete a work sample test either in person or remotely.
Referees	Referees may be contacted for further assessment of suitability. Applicants should choose referees who can comment effectively and accurately on their current skills and abilities, experience and work performance that is relevant to the duties of the position.
Process Complete	After the Chief Executive and Principal Registrar (CE&PR) has approved the process, a merit pool may be established. All candidates will be

notified of the outcome and will be provided with an opportunity for feedback.

What we need from you

Applications must be addressed to the contact officer and forwarded to the [HR Officer](#) by the closing date.

As part of your application you will need to provide:

- an application cover sheet
- your current résumé
- a statement of claims (max. 1000 words) against the selection criteria, including relevant examples
- the names and contact details of two referees, one of whom should be a current supervisor.

If you have any questions regarding the recruitment process or require any reasonable adjustments, please email the [HR Officer](#) or telephone (02) 6270 6842.

Please note that late applications will not be accepted.

Selection criteria

The selection criteria reflect the knowledge, experience, core skills and personal qualities required for the role. Your written application should specifically address each of the selection criteria below, including examples of your experience and achievements:

- demonstrated experience in first and second level support in an environment with servers operating Microsoft Windows (2012/16/19 and 2022) and Exchange 2016, and desktops/laptops operating Windows 10, as well as Microsoft cloud technologies including Office 365, SharePoint Online, OneDrive, and Dynamics 365
- excellent analytical and trouble-shooting skills
- demonstrated ability to plan the activities of the team, allocate resources wisely to meet team objectives and take responsibility for outcomes and performance of the team despite challenges
- demonstrated ability to work collaboratively with all areas of the Court and engage with employees, including the Executive to develop professional networks with a view to ensuring a high level of service delivery
- demonstrated ability to respond to changing priorities and demands
- demonstrated ability to communicate clearly and concisely with clients and work colleagues
- demonstrated use of negotiation skills to resolving issues within the team and the broader Court
- demonstrated awareness and understanding of contemporary Commonwealth public sector and ICT industry practise, including Cloud-based technologies.

Qualifications and experience

Highly Desirable	Professional experience in a similar help desk / ICT support environment
Desirable	Relevant industry certifications (e.g. Microsoft, VMware, CommVault) Tertiary qualifications in information technology Experience with audio-visual systems

ITIL Certification

Knowledge and experience of best practice in customer service

Experience in delivering Executive support

Preparing your statement of claims

Your statement should be succinct and showcase your skills, knowledge, experience and qualifications.

Try not to duplicate information that can be found in your résumé, however you should highlight:

- how your experience, abilities, knowledge and personal qualities would enable you to perform the duties and meet the technical and behavioural capabilities of the role
- any specific examples or achievements that demonstrate your ability to perform the role
- how you meet the eligibility requirements and qualifications for the position.

Offers and merit pool

At the end of the recruitment process a merit pool may be created. Candidates who are found suitable will be advised that they have been placed in the merit pool, noting that this is not an offer of employment.

The merit pool is valid for 12 months from the date the process is advertised and may be used throughout the year to fill similar positions in the event positions become vacant.

How we will communicate with you

Please ensure that the contact information you supply is up to date. Your email address will be our primary point of contact during the application process.

Please contact the [HR Officer](#) if at any stage you are no longer available to be considered for this role.



Application Cover Sheet

Position Title

ICT Service Delivery Lead

Position Classification

High Court Employee Executive Level 1

Personal Details

Given Names

Surname

Address

Contact No

Email

Are you an Australian citizen?

Are you currently a Commonwealth,
APS or State government employee?

Department name

AGS No

Substantive level

Ongoing /Non-ongoing

Have you received a redundancy from a
Commonwealth, APS or state
government employer in the last 12
months?

Referee Details

Referee No 1 - Name

Title / Organisation

Contact No

Email

Referee No 2 - Name

Title/Organisation

Contact No

Email

How did you hear about this vacancy?