



People Branch

ICT Project Manager

Non-ongoing, Full-time or Part-time

Job reference: 26-13

VACANCY DETAILS	
Job reference	26-13
Position number	To be confirmed
Position title	ICT Project Manager
Classification	Executive Level 1 (EL1)
Branch	People
Team	Wellbeing Support
Location	Canberra
Salary range	\$131,199 – \$158,879 per annum + 15.4% employer super contribution
Security clearance	<i>The successful candidate must be able to obtain and maintain a Baseline security clearance or hold a current security clearance of an appropriate level.</i>
Contact officer	Peter Stiles - peter.stiles@pwss.gov.au, 02 6277 9909
Vacancy closing	Thursday, 29 October 2026 at 11:59PM AEDT

Eligibility information

- This role is being filled as a specified task vacancy. Specified task vacancies are only for the duration of the specified task.
- 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.
- Candidates must be independent, impartial, and apolitical, and must be seen as such. A private interest disclosure form must be completed prior to an offer being made to disclose any material personal interests that may or may appear to influence a candidate's ability to discharge their responsibilities as an APS employee.
- Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required security clearance level for the role as indicated. All PWSS staff are required to have a minimum baseline security clearance prior to commencement.
- Successful applicants will be required to undergo a mandatory National Co-ordinated Criminal History Check (NCCHC).
- The Parliamentary Workplace Support Service is committed to building an inclusive and culturally diverse workforce. We welcome applications from across our community including, Aboriginal and Torres Strait Islander peoples, women, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTIQ+, mature-aged employees and carers.

About the Parliamentary Workplace Support Service

The Parliamentary Workplace Support Service (PWSS) is a team of trusted advisors helping to build and maintain a safe, respectful, and inclusive parliamentary workplace through human resources advice, training and professional development, work, health and safety advice and trauma-informed complaint resolution and counselling.

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the *Department of Finance Enterprise Agreement 2024-2027* (Finance EA).

More information about the PWSS is available on our [website](#).

Our People and Culture

The PWSS is a friendly and inclusive workplace. We are outcomes focused and promote the APS Values and collaboration with our colleagues across Commonwealth parliamentary workplaces (CPWs) and the APS.

We value and champion the experiences, skills and perspectives of all employees. At the PWSS we support flexible work, including job-share, and encourage applicants from diverse backgrounds, cultures, and those with caring and parenting responsibilities to apply so we better represent the community that we serve.

We aim to increase our representation of Indigenous Australians and people with disability by having accessible processes, policies and practices, as well as utilising affirmative measures and the [RecruitAbility scheme](#).

Ways of working

To achieve our purpose and vision, we recognise that our approach to our work is as important as what we do:

- **Professionalism and Integrity:** We uphold APS values by demonstrating ethical leadership, maintaining independence, and ensuring trust and confidentiality in all interactions.
- **Collaboration and Tailored Solutions:** We work together with colleagues and clients to deliver customised, purpose-driven solutions that address unique needs while fostering open communication and diverse perspectives.
- **Continuous Improvement and Wellbeing:** We are committed to continuous learning, adapting to change, and prioritising the wellbeing of all stakeholders, driving better outcomes through feedback and a culture of accountability.

What we offer

- **Competitive Remuneration:** Begin your journey with remuneration that reflects your skills and experience, setting the stage for a prosperous career.
- **Supportive Team Culture:** Join a team where collaboration is key, and support is always at hand. We are committed to creating an environment where you can thrive.
- **Inclusive Workplace:** At PWSS we celebrate diversity. Your unique background, skills, and perspectives are not just welcomed but essential to our collective success.
- **Personal Development:** Take advantage of our career development opportunities, tailored to help grow and excel in your career. These are designed to meet the professional needs of both the agency and the individual. We invest in your future because your success is our success.
- **Flexibility:** We understand the importance of work-life balance, offering flexible working arrangements to support your needs.
- **Exceptional Facilities:** Working at Australian Parliament House comes with benefits, including free undercover parking, access to an onsite gym, pool, Westpac bank, post office, physiotherapist, multiple cafes and more.

About the branch

People Branch is responsible for providing a broad range of human resources advice and services to the clients of the PWSS - Parliamentarians and Members of Parliament (Staff) Act 1984 (MoPS Act) employees. This includes development of policies and advice on human resource matters during the employment life cycle, and advice and services related to work health and safety, and wellbeing in the workplace. The Branch is also responsible for the 24-hour independent and confidential support services provided to CPW participants.

About the team

The PWSS Wellbeing Support team is a multi-disciplinary team of mental health practitioners (including counsellors, psychologists and social workers) working collaboratively in a highly political, complex and fast-paced environment, with other PWSS functions to provide trauma-informed support and promote cultural change in CPWs.

While administratively located within the Wellbeing Support team, this role is focused on leading the implementation of a new enterprise Client Management System and associated digital service improvements across PWSS.

About the role

PWSS is implementing a new Client Management System to support service delivery, reporting and operational decision making. The ICT Project Manager will lead this project from inception through to transition into business-as-usual.

This is an opportunity to shape the solution from the outset, ensuring the Client Management System (CMS) supports service delivery and captures consistent, usable data for reporting, insights and decision-making. The role will lead the full project lifecycle and coordinate key integrations, including Power BI/reporting capability and telephony.

Working with the CMS vendor, ICT shared services provider, business teams and other stakeholders, you will ensure the solution is secure, fit for purpose and successfully transitioned into business as usual. The key responsibilities of the role are:

- Lead the end-to-end planning, design, procurement, implementation and governance of the CMS, ensuring alignment with organisational objectives and operational requirements.
- Lead the identification, analysis and documentation of business requirements, translating operational needs into system, data and reporting specifications.
- Coordinate strategic oversight of data architecture, quality, reporting and analytics capabilities, ensuring the CMS supports evidence-based decision-making and high-quality business intelligence, including through Power BI or similar platforms.
- Coordinate the design and coordination of CMS integrations, including telephony, authentication, reporting and other enterprise systems, to support efficient and seamless service delivery.
- Manage relationships with vendors, DPS and internal stakeholders, negotiating outcomes, resolving complex issues and ensuring effective governance of scope, budget, risks, dependencies and project deliverables.
- Coordinate testing, user acceptance, security, privacy, accreditation and assurance activities, ensuring compliance with relevant legislative, policy and organisational requirements.
- Lead organisational change, stakeholder engagement, implementation and transition to business-as-usual operations, building capability and supporting user adoption.
- Monitor project outcomes and benefits, undertake project closure and lessons-learned activities, and identify opportunities for continuous improvement and future enhancements.
- Lead or contribute to other strategic ICT and business improvement projects as required.

Our ideal candidate

This role will suit a motivated and outcomes-focused individual with experience delivering complex ICT projects and business improvements. You will demonstrate strong judgement, stakeholder engagement and the ability to translate business requirements into effective technology solutions. PWSS is seeking candidates with the skills, experience and attributes aligned to the APS Executive Level 1 Work Level Standards.

The APS Work Level Standards (WLS) detail five (5) characteristics that contain general statements about the broad job requirements, and operating context for each classification level. The PWSS is seeking candidates who possess the following job specific skills and attributes aligned to the corresponding WLS.

Additionally, the Secretaries' Charter of Leadership Behaviours sets out the behaviours Secretaries expect of themselves and SES and want to see in leaders at all levels of the APS. Regardless of classification, you will be expected to model and champion the behaviours outlined in the Secretaries Charter of Leadership Behaviours - DRIVE.

Leadership and Accountability

- Demonstrated expertise in leading complex ICT and business transformation projects, including business requirements gathering, solution design and implementation.

- Provides expert advice on digital service delivery, project governance and business improvement.
- Drives strategic outcomes through technology, data and process improvement initiatives.

Job Context and Environment

- Strong understanding of ICT project delivery, security, privacy, assurance and public sector governance requirements.
- Operates effectively in a complex stakeholder environment with competing priorities and dependencies.
- Ensures solutions align with organisational objectives and operational needs.

Independence and Decision-making

- Exercises a high degree of autonomy and accountability in delivering project outcomes.
- Applies sound judgement to resolve complex issues, manage risks and make evidence-based recommendations.
- Makes decisions within legislative, governance and organisational frameworks.

Stakeholder Management

- Builds and maintains productive relationships with business areas, technical specialists, vendors and external stakeholders.
- Leads business requirements elicitation and facilitates agreement on project scope, priorities and outcomes.
- Produces high-quality briefings, reports, business cases and project documentation.

Management Diversity and Span

- Leads multidisciplinary project activities and coordinates internal and external resources.
- Provides quality assurance across project planning, delivery, testing and implementation.
- Builds capability through coaching, collaboration and knowledge sharing.

Mandatory qualifications or technical skills

Candidates must possess relevant qualifications and/or demonstrated experience in information technology, project management, business analysis, digital transformation, information management or a related discipline.

Demonstrated experience leading complex ICT projects, including business requirements elicitation, stakeholder engagement, solution implementation and organisational change management, is essential.

Desirable skills, experience & qualifications

Experience with client or case management systems, data and reporting solutions (including Power BI or similar platforms), system integrations, and project governance frameworks would be highly regarded.

Relevant professional certifications (e.g. PRINCE2, Agile, Scrum, MSP, Business Analysis or equivalent) would be well regarded.

How to apply

If this opportunity sounds like it is right for you, then we invite you to submit an application through the PWSS's [careers](#) page on our website.

Your application will include:

- A 750 word pitch;

- A current CV, with a maximum of three pages;
- The details of at least two referees, one of which must be your current or most recent manager; and
- Your personal details.

If you are experiencing any difficulties submitting your application, please contact the Corporate Team via email at PWSSCorporate@PWSS.gov.au prior to the closing date.

Application pitch

The PWSS application process will require you to submit a pitch of no more than 750 words. Your pitch is your opportunity to tell us why you are the right candidate for the role, why you want to work for us, and what you can contribute.

When planning your pitch, you should take into consideration the role, key duties and attributes reflected in the 'About the role', 'Our Ideal Candidate' and 'Qualifications/ Desirable Experience' sections, and capabilities required in alignment with the [Work Level Standards and Integrated Leadership System \(ILS\) profile](#).

Your pitch should be written in an easy-to-read font and simple, consistent format. Build on information found in your resume by highlighting specific examples or achievements that will demonstrate your ability to perform the role.

RecruitAbility scheme

The RecruitAbility scheme applies to all PWSS vacancies. RecruitAbility encourages the employment of people with disability in the Australian Public Service (APS). You will be asked to indicate if you wish to opt into the RecruitAbility scheme in the Diversity section of the application form. You must tick the 'opt in' box to participate in the scheme.

Details about the RecruitAbility scheme can be found on the [APSC website](#).

Privacy

The PWSS recognises and respects your privacy. Information supplied for this selection process will be handled in accordance with the Agency's [Recruitment Collection Notice](#).

Who to contact

For more information about the role, please contact Peter Stiles on 02 6277 9909 or email peter.stiles@pwss.gov.au

Frequently asked questions

What is RecruitAbility?

RecruitAbility is a scheme that aims to attract applicants with disability.

Under the [RecruitAbility scheme](#) you will be invited to participate in further assessments if you choose to apply under the scheme, declare that you are a person with [disability](#) and meet the minimum requirements for the advertised vacancy. More information about the RecruitAbility scheme can be found by visiting the [APSC Website](#).

Merit remains the basis for engagement and promotion.

Can I request reasonable adjustment(s)?

Our application form provides the opportunity to request and detail any reasonable adjustment(s) to ensure you can successfully partake in any and all stages of the assessment process.

We will facilitate reasonable adjustments to ensure that you can participate equitably in the recruitment process. Reasonable adjustments are not limited to persons with a disability. For example, reasonable adjustments may include additional time to complete recruitment tasks, accessible computer hardware and software, or individual needs relating to illness or injury. Please discuss your needs with the contact officer at any stage of the recruitment process. Requests will be managed sensitively and confidentially.

If you are the successful applicant, information on workplace adjustments required will be gathered as part of our onboarding process.

How will my application be assessed?

Jobs in the Australian Public Service (APS) are classified according to expected levels of work and responsibility. For information about the expected capabilities and behaviours required, see the [APS work level standards](#) and the [Integrated Leadership System](#) (ILS) on the APSC website.

Your application will be assessed against the requirements of the job. Once the entire applicant pool has been assessed, the committee will create a shortlist of applicants. If your application is shortlisted, you may be asked to undertake further assessment.

What other assessment will I have to undertake?

Your application will be assessed on your ability to demonstrate that you can perform in the role, outlined in the Candidate Information Pack and in line with the relevant classification level. If your application is shortlisted, you will be progressed to a second phase of assessment.

We may use a variety of techniques to assess candidates. These may include:

- Interviews - held in person, by phone or video (MSTeams)
- Work sample tests

Your referees may also be contacted at any stage of the assessment process to validate your claims. We encourage you to advise them that you have applied for a role at the PWSS. You should feel confident that they will be able to support your application.

Am I able to request feedback?

Post-selection feedback is an integral part of all merit-based recruitment activities. Individual assessments are available to applicants upon request through the contact officer provided to applicants following the finalization of the selection process.

How do I withdraw my application?

If you have submitted an application, but no longer wish to be considered for the position, you need to withdraw your application via email to PWSSCorporate@PWSS.gov.au. Once you withdraw your application you will be unable to re-submit it without contacting PWSSCorporate@PWSS.gov.au.

If you withdraw your application after the closing date, please inform the Contact Officer using the contact officer details located on the first page of this Candidate Information Pack.

What is a merit pool or merit list?

An Order of Merit (merit list or merit pool) can be created as part of a selection process and be used to fill similar vacancies for 18 months from the date the original vacancy was advertised in the Gazette (APSJobs). If there is a ranked *order of merit (list)*, then applicants are listed in order of suitability (first, second and so on). The first offer of employment must be made to the highest ranked applicant. Any subsequent offer of employment using the merit list to fill the same or a similar vacancy must follow the ranking.

If there is a *merit pool*, offers of employment must first be made to candidate(s) in the highest group (example, *highly suitable* and *suitable*). The first offer of employment is made to the most suitable person remaining in the pool, assessed against the requirements of the vacancy. Any subsequent offer of employment is

made to the most suitable applicant remaining in the pool, assessed against the requirements of the same or a similar vacancy to be filled. More information can be found on the [APSC website](#).

Merit pool sharing

The merit pool established through this recruitment process may be shared with other APS agencies at the discretion of the PWSS.

What are the PWSS salary and conditions?

Our terms and conditions of employment are governed by the Public Service (Terms and Conditions of Employment) (Parliamentary Workplace Support Service) Determination 2024 (the Determination). This Determination applies the terms and conditions of the [Department of Finance Enterprise Agreement 2024-2027](#) (Finance EA) to all non-SES PWSS employees (APS1 to EL2).

The salary range will also be listed on the advertisement. Salaries are adjusted annually throughout the life of the agreement.

How long does the onboarding process take?

Following the recruitment process, if you are rated suitable and offered a position with the PWSS you will undergo pre-employment checks consisting of a Conflict-of-Interest Declaration form, National Criminal History check, security clearance confirmation, super eligibility and Australian Citizenship, prior to a formal offer being issued.

The onboarding timeframes can vary from 3-4 weeks, depending on your security clearance status. PWSS Corporate team will be in regular contact with you throughout the process.