



Australian Government

IP Australia



Welcome to IP Australia, where we are committed to delivering world leading IP services that are modern, effective and efficient to ensure all Australians benefit from great ideas. Through innovative solutions we pursue productivity and quality improvements that underpin our customer-focused agency.

Our Future Way of Working program, which will see increased collaboration and productivity among our staff in activity based working environments. We will continue to implement best practice workforce planning to ensure we attract the best and brightest minds, provide challenging opportunities to develop leadership and management skills.

Our people remain our greatest asset.

We will continue to invest in talent and capability development to build the workforce of the future. By encouraging diversity of thought and a culture of curiosity we inspire leadership and accountability at all levels.

IP Australia strongly believes in having the right people, place and technology platforms to support a world leading IP system and enable flexible working.

We continue to implement best practice workforce planning to ensure we attract the best and brightest minds, provide challenging opportunities to develop leadership and management skills, and reinforce our position as leaders of IP rights administration in the region.

Michael Schwager
Director-General
IP Australia



Position Profile

Position Title:	IT Generalist – Specialisation: Enabling Services Support
Classification:	APS5
Position Number:	6563
Tenure:	Non-Ongoing with the possibility of becoming Ongoing
Duration:	6 months with the possibility of extension or becoming ongoing
Section:	Office of the CIO
Group:	Innovation and Technology
Division:	Policy and Corporate
Location:	ACT
Immediate Supervisor:	Executive Level 1
Security Classification:	BASELINE

Agency

IP Australia supports and encourages innovation, investment, and international competitiveness. IP Australia administers Australia's IP rights system, specifically patents, trademarks, designs, and plant breeder's rights. The agency also undertakes programs to educate and promote an awareness of intellectual property (IP), provides IP policy input to Government develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Group Responsibilities

IP Australia has embarked on a transformation journey to create a world-leading IP system that builds prosperity for Australia and ensuring Australians benefit from great ideas.

The Innovation Technology Group is an enabler to the Agency and is responsible for supporting the IT Strategy 2022; establishing the key technology platforms and supporting capabilities to increase business alignment; uplift technology and service delivery maturity and position IT for scalability.

The IT Strategy is our focal point and sets direction on how our technology capability will support the achievement of IP Australia's business objectives and outlines the overall vision for IT within IP Australia. The strategy guides the continued digital transformation of IP Australia across all internal levels of the agency and external interactions. It supports a 'citizen-centric' approach to our services, in line with whole-of-government, positioning them to meet evolving customer expectations.

ITG will support IP Australia's vision by embracing contemporary and innovative technologies to deliver smart solutions and new approaches that cement IP Australia as a visionary in the Intellectual Property ecosystem.

Section Responsibilities

The Office of the CIO provides a centralised approach for the “business” of the Innovation Technology Group (ITG). This incorporates the Strategic Governance and Planning for the Group and covers a broad range of enabling agency services as well as supporting our people (as assets) through capability development. Together we support the delivery of robust, secure technology services through, ICT security, disaster recovery planning, ICT resource, asset & vendor management, license and maintenance management, architecture, and project assurance.

Business of ITG; provides vendor relationship & ICT asset management, planning & reporting, ICT security, governance, audit & compliance and ICT resource management; including supporting our people through training and development, workforce planning and capability mapping to align with the values and vision of the IT operating model.

Strategy & Architecture, defines IP Australia’s technology strategy, shapes and manages the target architecture landscape; provides overall direction and policy setting for the use of technology, managing the technology, portfolio and planning major technology initiative to support IP Australia business strategies.

Position Description / Context of the Role

IT Generalist – Specialisation: Enabling Services support is an individual who is interested driving innovation, delivery in a fast-paced agile environment and making a difference through their work.

This role requires an enthusiastic person with willingness to engage, communicate and collaborate with others. The successful candidate will have a demonstrated capability to quickly to learn new technologies, like taking initiative, negotiating and problem-solving.

The role also requires a high level of skill in time management, and the ability to share knowledge through documentation, developing and improving processes and procedures. The IT Generalist will work closely with other teams both internal and external to the section and working on supporting partnerships across business and government and being part of the dynamic Office of the CIO.

Position Specific Duties

As an IT Generalist, specialising in Enabling Services support, you will be expected to manage these primary responsibilities:

- Acquisition activities - research tasks, prepare documentation, provide advice, and support the Technology Acquisition Process as required.
 - Assist in undertaking acquisition activities for Technology Resources & services
- Assist in undertaking capability enhancement and training activities for Technology Resources & services, including engaging and being the first contact with other Groups and ITG employees as required.
- Secretariat functions – an understating and or willingness to gain skills to support the secretariat role.
 - Performing the role and function of Secretariat functions for the Office of the CIO, when required. Including meeting minutes, recording of decisions, and managing action registers.
- Records management – Maintain accurate digital documents using IP Australia’s records management system.
 - Maintain datasets of ITG resources, capabilities, training requirements and technical skills.
 - Auditing user access to software to determine the number of licences required and remove any unutilised licences, linked to job change and clearance process.
- Communicating ideas with confidence – managing positive relationships with key stakeholders to achieve goals and implement change.

- Engaging with key stakeholders to determine requirements to identify the appropriate application of the software or alternative option.
- Vendor engagement - communicating and collaborating with external stakeholders to identify and manage ICT licencing and maintenance contracts.
- Analytical skills – willingness to learn basic analysis and breaking down problems to assist in exploring alternatives and innovative solutions.
- Data Analysis – basic experience in extracting, cleansing data from databases, undertaking ad-hoc tasks and reporting as requested.

You will also be required to:

- Demonstrate attitudes and behaviours responsive to workplace change (including participating in and encouraging others to participate in change and contribute to successful outcomes)
- Improve organisational performance through effective engagement with and management of risk within relevant sphere of influence
- Establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- Maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and commit to promoting a healthy and safe workplace.

Position Specific Capabilities

The successful applicant will:

- Have creative problem-solving skills and critical thinking
- Ability to organise and prioritise tasks effectively and take initiative.
- Demonstrate excellent written and verbal communication skills
- Demonstrate excellent organisation skills, including the ability to prioritise and collaborate across the organisation to achieve outcomes against challenging time frames
- Value individual differences and diversity
- Demonstrate professionalism and adherence to the [APS Code of Conduct](#)
- Understand the importance of building networks and seek to do so
- Respond proactively to feedback and willing to develop and apply new skills
- Display and live by the capabilities outlined in the IP Australia's capability framework

Please note: Applicants are encouraged to refer to the attached Capability Framework documentation which outlines agency wide behavioural descriptors for the five core capabilities at this classification.

Eligibility Qualifications / Knowledge Required

Qualifications/knowledge and experience in data maintenance, resource management, information technology, change management or other related fields are desirable but not essential.

Contact Officer

For further information pertaining to this job please contact Stella Nikias on (02) 6283 2253.

Working at IP Australia

IP Australia recognises the importance of employees balancing their work and personal lives by offering staff access to an ongoing series of health and wellbeing programs, flexible work-life policies and a range of professional development programs. IP Australia is a breastfeeding friendly workplace and has an onsite childcare facility with priority enrolment for IP Australia employees.

The IP Australia office in Canberra provides high quality accommodation and facilities. These include: an on-site café, conference, meeting and training rooms; limited on-site parking for cars and motor cycles available on a rotational basis; the provision of undercover bicycle racks; excellent shower/change facilities for staff choosing to walk or ride to work; and the advantage of all staff being co-located in the one building.



**Live
Work
Achieve**
IP AUSTRALIA - TOGETHER WE CAN.

- **FLEXIBILITY**
Maintain a balanced lifestyle.
- **PRIDE IN THE WORK WE DO**
Contribute to high quality outcomes every day.
- **A SENSE OF BELONGING**
Enjoy a sense of belonging and purpose, rich with diversity.
- **PROFESSIONALISM**
Use your expertise in a rewarding and fulfilling environment.
- **INTERNATIONAL REPUTATION**
Work with world leaders in intellectual property.
- **THE AUSTRALIAN PUBLIC SERVICE**
Experience all the advantages of the APS, with the size and agility of enterprise.

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.



IP Australia Capability Framework – relevant to APS5



Agility and innovation – develop and contribute to outcomes using an agile and innovative approach

- Display adaptability and flexibility in changing circumstances and diverse situations.
- Question conventional approaches in the process of developing and applying alternative solutions.
- Research and suggest innovative improvements to team and individual tasks, processes and procedures, looking for better ways to achieve the desired outcome.
- Contribute to the team's innovative problem solving through collaboration, inclusion and the sharing of information.



Customer centric – develop and contribute to quality customer centric outcomes

- Liaise with and provide advice and recommendations in area of expertise to a wide variety of customers.
- Contribute to quality service outcomes through demonstrating a thorough knowledge of the services.
- Work collaboratively to achieve the best result for customers.
- Respond to a broad range of service requests contributing to resolving complex issues with a solution focus to meet customer needs.



Data literacy – develop and contribute to appropriate use and creation of data

- Ensure the data needed to make sound decisions is appropriately sourced and documented.
- Contribute to the development of data and information.
- Contribute to the generation of new ideas using available data and information.
- Understand the frameworks that guide data use and the context in which data is used in the APS.
- Understand the type of data created and used in the work area and have the ability to use the data systems and tools available.



Engages with risk – develop and contribute to positive risk behaviour

- Show an awareness of risk management and understand risks involved with role.
- Consider risk when creating solutions and show personal courage.
- Demonstrate own risk management capability in line with risk framework.
- Identify complex issues and consult appropriately with peers and managers.



People, network and self-leadership – develop and contribute to authentic leadership behaviour

- Develop and understand principles of performance management to effectively manage own and staff performance.
- Model behaviours consistent with flexibility and adaptability in the face of challenging and changes in our work environment.
- Develop networks through new and existing relationships across the business.
- Recognise own limitations in understanding an issue and undertake further development.
- Respond proactively to feedback and look for opportunities to extend knowledge, skills and experience.



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Job Specific Technical Capabilities

- Uses, interprets and explains relevant standards, frameworks, policies, guidelines, and/or legislation.
- Uses effective, current techniques and practices.
- Identifies, interprets and applies relevant information and sound evidence when investigating an issue or topic.
- Seeks, adapts or develops new methods to explore or analyse data or information.
- Uses relevant expertise and knowledge to effectively support a recommendation or position.
- Assists others to locate relevant technical knowledge.

**The above does not apply to IPRD Trainees. For Trainee expectations refer to IP Rights Learning and Development Manual*