HIGH COURT OF AUSTRALIA

Vacancy Information Kit

Position details

Position number	162
Position title	ICT Service Desk Support Officer
Classification	High Court Employee Level 6 ($93,824 - $106,688)
Branch	Corporate Services
Location	Canberra, ACT
Working arrangements	Full-Time, Ongoing
Eligibility	Employees of the High Court are required to be Australian citizens and must be able to obtain and maintain a Negative Vetting 1 security clearance prior to commencement.
Contact officer	Mohammed Akbar Tel: 02 6270 6919
Closing date	Wednesday, 15 October 2025, 1159PM 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 seat of the Court is in Canberra, where it is located in its own building within the National 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.

The Court has approximately 75 full-time equivalent employees supporting the Chief Justice and Justices, most of whom are in Canberra.
As an employee of the Court, you will:

- work in a high-performing, inclusive and collaborative work environment
- receive a generous starting salary and work conditions
- have access to reasonably priced undercover car parking
- have access to flexible working arrangements.

Branch overview

The Corporate Services Branch provides a high standard of support and advice to the Court on Finance, Records Management, Risk and Governance, Information and Communication Technology (ICT), Security and Building Operations functions which support the operation of the Court.

The Team

The ICT Team plays a critical role in supporting the Court's operations. Recent initiatives include migration to Exchange Online, consolidation of server infrastructure, modernisation of the networking environment and upgrades to our courtroom technology. These enhancements reflect the Court's broader ICT strategy which is focused on modernising platforms to support efficient and reliable service delivery for our stakeholders.

The ICT Team manages the Court's network and WAN services, modernised courtroom infrastructure, server infrastructure, end user devices, audio-visual systems and backup and recovery arrangements. The team supports key cloud-based services which includes the Court's Digital Lodgement System and Electronic Court File. This is a challenging and rewarding environment in which to work.

What you need to be successful

The ICT Service Desk Support Officer is responsible for the provision of 1st and 2nd level ICT support to High Court Justices and staff and to provide support for the Court's courtroom technology systems. To be successful in the role you will have a good understanding of service delivery through an ICT Help Desk, have sound interpersonal skills, be able to communicate effectively to understand problems and explain solutions, and be able to participate constructively as a team member.

The Court operates approximately 120 laptop and 20 desktop computers and has WAN connections to offices in Brisbane, Melbourne and Sydney.

The court uses Windows Servers (2016 and above), including File and Print, and Exchange Online. Our desktops and laptops are using Windows 11 operating system. Our SOE includes Microsoft Office 365 suite, OneDrive and Adobe Acrobat DC. Our desktops and laptops are managed through Microsoft Intune.

In addition, the Court uses several key business applications including:

1. SharePoint Online
2. Digital Lodgement System
3. CISCO platforms to manage IP-phones and videoconferencing
4. Finance One FMIS
5. TRM/RM/CM for records management
6. FTR log notes and player.

This position is based in the High Court building in Canberra, and willingness to travel interstate is a requirement of the position.

The Duties and Responsibilities

Under limited direction, the ICT Service Desk Support Officer will provide support to users of the Court's ICT systems and assist in the administration and maintenance of the Court's ICT infrastructure.

The position also involves the provision of primary support for the court's courtroom technology systems.

The duties and responsibilities for this role include:
- Logging and prioritizing support tickets in the Court's Service Management software
- Providing service desk support in relation to the Court's ICT systems and investigate and resolve 1st / 2nd level technical issues
- Providing support for the High Court's audio-visual courtroom technology systems
- Supporting setup activities for the Court's ICT assets
- Assisting with the operation and maintenance of the Court's key ICT systems
- Assisting with the delivery of ICT training and documentation to Court staff as required, including both formal and informal sessions
- Liaising with external ICT contractors and suppliers, as directed
- Assisting with various ICT team activities as required to meet the team objectives.

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 be required to submit a pre-employment medical declaration. 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, with our process designed to select the best person for the role.

What are the steps?

Apply	Complete and submit your application — see below (max. 750 words), and a résumé of no more than two pages.
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, **Mohammed Akbar** 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. 750 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 6952.

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 Property Projects Manager role. Your written application should specifically address each of the following criteria, providing clear examples of your experience, achievements, and the outcomes you delivered:

- Demonstrated experience in providing support in an environment with servers operating Microsoft Windows Server and Microsoft Exchange, and desktops / laptops operating Windows 11
- Demonstrated experience in providing support for the Office 365 Suite of applications
- Highly developed organisational skills, time management skills, and the ability to establish clear priorities from competing demands
- Well-developed analytical and trouble-shooting skills
- Well-developed communication skills including the ability to liaise effectively with a wide variety of stakeholders including High Court Justices, staff, contractors, and suppliers
- Demonstrated understanding of Endpoint Management tools, such as Intune.
- Sound knowledge of networking concepts including TCP/IP, DNS, Active Directory, and messaging platforms

Qualifications and experience

Highly Desirable	Relevant industry certifications (i.e. Microsoft, ITIL)
	Tertiary qualifications in information technology or equivalent field experience
Desirable	Experience with audio-visual systems

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 behavioral 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 18 months from the date the process is advertised and may be used throughout the year to fill similar non ongoing 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 Desk Support Officer
Position Classification	High Court Employee Level 6

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?	