



Australian Government IP Australia



Thank you for considering IP Australia as your next career move. Our purpose is to enable Australians to benefit from great ideas by providing a world-leading intellectual property (IP) system. Trade, investment and commercialisation all depend on an innovation ecosystem that is modern, effective and efficient and this ensures Australian industry is resilient and internationally competitive.

Innovation and a commitment to customer service excellence underpin our operations. We harness data and technology (including AI), to continually improve the quality and effectiveness of our products and services. We are committed to adaptation, embracing change and finding new ways to meet the current and future needs of the IP system – including through our in-house innovation lab, IPA Ventures. This requires a culture of curiosity, and openness to feedback.

Our people are our greatest asset. We're a high-performing agency, invested in building staff capability, creating career pathways and shaping a positive and inclusive culture, where everyone

belongs. To ensure we attract the best and brightest minds, careers at IP Australia provide challenging opportunities to develop leadership and management skills, contributing to our position as leaders of IP rights administration in the region.

Our People Strategy and Diversity and Inclusion Strategy guide these commitments and set clear expectations for managers and employees, reinforcing the values and expected behaviours of all staff.

We recognise the benefits to individuals and teams of balancing work with everything else in life. We have a genuinely hybrid workplace and with this embedded flexibility, we

deliver a more agile and inclusive environment that attracts and retains the best talent and supports wellbeing.

I'm extremely proud of the vibrant and inclusive culture we have built, and the range of networks that support our people to thrive in the workplace. The work we do at IP Australia makes a difference. It directly benefits Australia's economic prosperity by rewarding creativity, promoting investment and encouraging technological advancement.

I hope you'll join us!

Michael Schwager
Director-General
IP Australia





Message from the Director General

Text version of the picture on the front page

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Candidate Kit

Position Title:	Executive IT Support Analyst
Classification:	APS Level 5
Employment status:	Ongoing
Number of vacancies:	One
Employment type:	Full-time
Salary:	\$87,351 – \$93,609 + 15.4% employer super contribution (pro-rated for part-time)
Section:	Infrastructure and Technology Operations
Group:	Data and Technology
Location:	Canberra on Ngunnawal Country
Security Classification:	BASELINE
Contact officer	Scott Culpitt 02 6210 8491 Scott.Culpitt@ipaustralia.gov.au

Group Responsibilities

The Data and Technology Group (DTG) is driven by the IP Rights ecosystem. We work across many digital, technology and business domains to deliver ICT services and products to IP Australia, customers, stakeholders and ultimately the Australian public. DTG works across the agency to ensure our people have fit for purpose tools, products, and services to meet our commitments to the Australian Government. In collaboration with our stakeholders, we make decisions on information, data, investments, risks and IT security as they apply to our current and future capability. Our core focus is enabling the reliable and efficient administration of IP Rights through resilient and secure technology systems and platforms. Our aim is to improve the delivery and quality of experience for our DTG staff, customers and for our people.

Section Responsibilities

The Infrastructure and Technology Operations section provides core ICT services to the agency that enable our staff to work in the most effective and secure way possible to support the outcomes of IP Australia.

The services we provide include:

- Service Centre
- The first point of call for all ICT equipment, applications or service issues
- To manage resolution of ICT incidents and communicate with staff
- Assistance and managing access to new capabilities
- VIP and End user computing – Process improvements, VIP support, laptops, telephony, video conferencing and mobile phone support.
- Networking and internet connectivity – connectivity within our buildings, staff travelling and remote access.
- Operations – supporting core business applications and services including email, file systems, database services.
- Cloud and data centre infrastructure – including traditional data centres, and Microsoft Azure and Amazon Web Services.
- Security operations – monitoring and protecting IP Australia from a growing range of cyber related threats and uplifting our systems and services to meet or exceed the Australian Cyber Security Centres requirements.

The Service Management sub section that includes the Service Centre, VIP/End User Support and the ServiceNow teams are focused on delivering quality customer support services. Our team is improving the overall delivery of IT services and is undergoing significant change to how we deliver services, from new tools sets to major rollouts. We will have a strong focus on proactive activities uplifting and providing optimal support to end user community, such as process automation, service improvements, knowledge management and support documentation, to aid end users best utilise our IT services and systems effectively.

Our Opportunity

The role will primarily be in office user support for IP Australia's senior executive, their EAs and support staff, including in person, telephone, and chat support, for any IT related requests and issues.

The successful applicant will work as a member of the VIP/End User Support team, they will provide user training and mentoring, recording and addressing issues and requests, as well as visiting clients to support equipment or systems. The successful applicant will have business and technical skills and an appreciation for delivery of quality customer service.

Our team is focused on building and sustaining positive relationships with team members, stakeholders, and clients.

The successful applicant will be motivated to develop technical knowledge and skills while delivering a high standard of customer service. This role is also responsible for end user device management – building, configuration and deployment of laptops and mobile devices. There will be a requirement to attend and support in person events such as small meetings with vendors, large group settings, specialist events and all staff meetings.

We are looking to fill this position on an ongoing basis. Future positions may be offered on an ongoing or non-ongoing basis subject to operational requirements. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 12 months.

At the end of the recruitment process, a merit pool of suitable candidates may be created. Those found suitable will be advised that they have been placed in the pool. The merit pool is valid for 18 months from the date the process was advertised. The merit pool may be used throughout the period to fill similar positions in the event positions become vacant.

Job specific capabilities

The Executive IT Support Analyst will participate in tasks within a client-focused team providing development, enhancement, implementation and support services for business and information technology systems. Under limited direction, the analyst will be required to:

Executive and VIP Support (Primary Focus):

- Provide direct IT support to SES and Executive staff, managing urgent or high-impact incidents with urgency and discretion.
- Support meetings (in-person and Microsoft Teams), including room setups, live troubleshooting, AV integration, and escalations.
- Create and maintain strong working relationships with Executives and their support teams.
- Manage incidents, service requests, and tasks through the ITIL lifecycle, ensuring adherence to SLAs.
- Assist with ICT project rollouts, including deployment tasks, administrative coordination, and documentation.
- Contribute to process improvement initiatives, customer support manuals, and SOP development.

Team Participation and Culture:

- Promote a positive change culture and maintain a can-do attitude.
- Set and uphold clear expectations, take ownership of tasks, and honour commitments.
- Foster a collaborative and enjoyable work environment, contributing to team morale.

Technical Knowledge & Requirements:

- Microsoft Windows 11
- Microsoft 365 suite (Exchange, Teams, Outlook, SharePoint)
- Azure/Entra ID, Intune
- Mobile device management
- Baseline security clearance (or ability to obtain), NV1 may be required.

It is expected that all IP Australia employees:

- demonstrate attitudes and behaviours responsive to workplace change (including participate in and encourage 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
- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace.

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 requirements for employment at IP Australia

Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS).

All applicants offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

Some applicants may be able to obtain and maintain a security clearance at a specified clearance level – please check the vacancy information section for security clearance requirements.

The successful applicant must be willing to disclose all relevant and required information.

How to apply

Applications must be submitted through IP Australia's online recruitment system, IP Hire. If you have difficulties using IP Hire, please contact the Recruitment Solutions team on 02 6283 2567.

To apply for this vacancy, you are asked to complete the online application form which includes submitting:

- A one-page statement (max 750 words) outlining how your skills, knowledge, and experience make you the right person for the role. You should include details of relevant achievements/examples that demonstrate your suitability.
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most of the communication you'll receive about this process will be via email so please take this into consideration when submitting your application. For example, it is best not to use a work email if you are going on leave as we cannot change the process to accommodate the non-receipt of emails.

How you will be assessed

IP Australia use competitive merit-based recruitment processes. Candidates will be assessed against the job specific capabilities and duties, so it is important you frame your response around these.

IP Australia has its own capability framework that provides clarity and consistency for a professional and highly competent workforce, now and into the future. There are five core capabilities, relevant to each classification, and a +1 technical capability which varies depending on the role.

IP Australia uses a range of assessment methods which may include application and resume assessment, interview and/or written assessment and/or psychometric assessment and the collection of a referee report/s.

Diversity and inclusion

We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Solutions Team).

A member of either the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.

Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



About IP Australia

IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of 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.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

 <p>Live Work Achieve</p> <p>IP AUSTRALIA - TOGETHER WE CAN.</p>	<ul style="list-style-type: none">● 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.
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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](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)



CAPABILITY FRAMEWORK - RELEVANT TO APS 5



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.



Job Specific Technical Capabilities

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