



IT Helpdesk Team Leader – APS 6

\$101,142 to \$116,131 plus 15.4% super



Share our passion for purpose

Join our team

The role

We are seeking an experienced and customer focused IT Helpdesk Team Leader to join our Digital Services team.

As an **IT Helpdesk Team Leader**, you will lead the delivery of high-quality ICT support services across the Australian Charities and Not-for-profits Commission (ACNC). You'll be responsible for the day-to-day management of the IT Helpdesk function, including leading a team of ICT professionals, managing workloads and priorities, and ensuring the timely resolution of technical issues and service requests.

Working in a dynamic digital environment, you will provide leadership and guidance on complex technical and service delivery matters, act as a key escalation point, and work closely with business users, technical teams and external service providers to deliver high quality customer-focused support.

Applying IT Service Management (ITSM) practices, you will help drive the continuous improvement of ICT services and enhance the user experience across the ACNC. Through leadership, sound judgment and effective stakeholder engagement, you'll support the delivery of contemporary ICT services and initiatives.

Our ideal candidate

- > has experience leading ICT support or helpdesk functions within a Microsoft 365 environment, including the management and resolution of complex technical issues
- > takes ownership of IT service delivery outcomes by monitoring performance, managing priorities and workloads of a small team, identifying risks and implementing improvements to processes and services
- > uses advanced analytical and problem-solving skills to identify risks, resolve complex issues and drive continuous service improvement
- > demonstrates strong leadership skills and experience, including the ability to mentor staff, allocate and coordinate work, manage performance and build a collaborative team culture
- > communicates clearly with technical and non-technical audiences, providing informed advice and translating technical concepts into business-focused outcomes
- > builds and maintains productive working relationships with diverse stakeholders, including users, service providers and business areas, to influence outcomes.

Experience with Microsoft Intune, Entra ID, Teams, SharePoint, Microsoft 365 and IT service management (ITSM) tools will be highly regarded but not essential.

These roles may be offered on an ongoing or non-ongoing basis in **Melbourne CBD**.

The Australian community requires the highest integrity of ACNC staff. Our ideal candidate also acts with integrity, makes ethical decisions and embodies our [cultural traits](#) and APS values.

You'll need to agree to [integrity checks](#) to work for the ACNC. This role requires a Baseline [security clearance](#). We may conduct further integrity checks throughout your employment.

You must be an Australian citizen to work for the ACNC.

We encourage Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people and people with disability or neurodivergence to apply.

About the area

The Digital Services team enables the ACNC to operate as a digital-first regulator by delivering secure, reliable and user-focused technology services. The team manages and supports the ACNC's digital workplace, systems, platforms and service operations for staff and external users.

Working closely with business areas, government partners and service providers, Digital Services maintains the ACNC's IT environment, identity and access controls, information governance and data exchange activities, helping to protect information, support operations and maintain public trust.

Share our passion for purpose

Joining the Australian Charities and Not-for-profits Commission (ACNC) means joining a small and dynamic regulator that supports good governance by the organisations that help the community most. We are based in Melbourne and offer attractive benefits to our diverse, passionate, friendly staff. We contribute to public trust and confidence in the charity sector through our work as the only government agency that *works* exclusively with charities.

Our Purpose

The ACNC is the independent, national regulator of charities in Australia.

We maintain a free online searchable register of charity information which is available to the public. The charity register helps the organisations and people that help the community such as charities, donors, philanthropists, grant-makers, researchers, and volunteers understand the work of charities.

Our work contributes to maintaining public trust and confidence in charities and supporting a thriving sector. We assess new applications for registration, provide guidance and resources to charities to promote good governance practices and assist them in meeting their obligations to remain registered. We also investigate concerns, taking action where necessary. We continue to focus on the removal of unnecessary red tape to reduce the administrative burden on charities.

We are committed to providing exceptional customer service and delivering on our objectives. Our contribution makes a difference to the Australian community, whether that's a charity directly, someone in need or a donor.

Read more about us and our objects here: www.acnc.gov.au/about.

Our People

We are highly skilled specialists who are passionate about the charity sector, about making a difference and contributing to the sector through our work.

We are community focused, supportive, caring, diverse, and inclusive - reflecting the sector we serve.

We value our team as people, and the health and wellbeing of our people is a priority. Our managers are supportive and provide a safe and healthy working environment for our people.

Collectively we work hard to attract and retain talented people.

Hear more from our people: www.acnc.gov.au/about/careers-acnc

Our Culture

We are proud of the culture we have created at the ACNC.

We come together as 'One ACNC' where our people belong, we continually evolve, share a purpose, and are supported and connected. As a small agency, staff know each other by name, and we operate as one team. Staff can talk with colleagues from all levels including the leadership team on any given day. We have a range of activities on offer with an active Social Club, People Network, micro-learning sessions, and an Innovation Hour.

Learn more about our Culture Plan: www.acnc.gov.au/about/acnc-culture-plan

Our Benefits

As part of the APS, we offer secure employment and receive a competitive salary. ACNC staff are employed under the [Australian Taxation Office's Enterprise Agreement](#) which offers exceptional employment conditions including payments of 15.4% super on top of your annual salary, as well as salary sacrificing options.

In addition to standard leave provisions, we provide additional paid leave between Christmas and New Year. We can access a range of leave options including flex leave, the ability to work part time or compressed hours and generous paid parental leave. We can also purchase additional weeks of annual leave.

All staff have access to a free employee assistance program and a range of health and wellbeing support services.

We invest heavily in training for our people, including learning and development courses and access to higher education programs to grow skills and capabilities.

Our Environment

Our team of approximately 130 people is based in Melbourne's Docklands, in a modern open-plan office. You can see the person you work for and the people you work with. We have a range of spaces including collaborative meeting rooms, and quiet spaces for staff to utilise.

We operate in a hybrid working model, that provides increased flexibility and supports work-life balance with the opportunity to work from home, with innovative technology supporting this approach.

Our office is a short walk from Southern Cross Station, and there is a tram stop outside the door. We have a variety of food, coffee and conveniences all located within our precinct.

We work in a unique operating environment as a small independent regulator with access to the support, systems and infrastructure of a larger agency. We also have access to the ATO's facilities including end of trip, prayer rooms and nursing rooms. We consider this the best of both worlds!

How to apply



- > [Apply now](#) to submit your application via our online recruitment system by: **11:00pm AEST Monday 24 August 2026**. You can preview the application form first to find out more.
- > Your application must include a **500 word** written response to the question in the application form and a **2 page** resume tailored to the advertised role. Your written statement should respond to the role description and 'who we're looking for' information in our job ad and candidate information kit, using examples to show how your skills and experience align with the role. Your resume should support your statement by outlining your qualifications, employment history, and relevant achievements.
- > Follow the ATO's [guidelines for candidate use of AI](#) throughout the recruitment process.
- > If you need adjustments including alternate formats or assistance to participate in the recruitment process let us know when you complete the application form or get in touch with the contact officer. Further information regarding adjustments can be found on [applying to work with us](#).
- > Shortlisted candidates will be invited to an interview.
- > Referee checks form part of our selection process and will be completed after interview.
- > If you are found suitable, you'll be placed in a merit pool for this role. The merit pool may be used to fill other similar vacancies in **Melbourne CBD**. The merit pool is valid for 18 months from the date the role was advertised.
- > [RecruitAbility](#) applies to this role.

Need more help

If you have questions about this role or recruitment process, including requests for adjustments, email peopleandculture@acnc.gov.au.