



ICT Digital Graduate Stream

Frequently Asked Questions

What does the department look for in a digital graduate?

Our Information and Communication Technology (ICT) teams deliver digital solutions to help achieve the Government's vision of providing a personalised experience that is stable, secure, reliable, and ultimately anticipates the needs of every user most impacted by our work.

The department is continually exploring and investing in innovative cloud technologies and is recognised as being at the forefront of technology deployment in the Australian Public Service (APS). We are constantly improving our desktop applications and facilities to provide a better experience for our ICT staff.

We also recognise this goes beyond using cutting-edge tools to include support for methods and mindsets as we face an increasingly unpredictable future. To meet this challenge, our current focus is on embedding and resourcing DevOps and agile methodologies, and human-centred design into our ways of working.

The department provides a wide range of Information Technology and Digital services to staff and external customers including other government agencies, job seekers, employers, students, and service providers. We are looking for people who are enthusiastic about IT services and creating great experiences for the people who use them. We are looking for people who are innovative and creative and have an interest in building technology, IT security, IT infrastructure, design thinking, user centred design, data and analytics, program and project management and digital channel engagement. We want people who like to solve problems and who want to be part of a team that develops solutions.

How are digital graduates supported within their placement?

Graduates will have a dedicated supervisor and will learn from subject matter experts within the team. Digital graduates are encouraged to develop valuable networks. Opportunities include shadowing an executive, finding a mentor, participating in graduate events and surge positions.

Opportunities within the Divisions can include:

Technical opportunities

- Development/coding (mainly Microsoft product suite)
- Database development and administration (SQL)
- Cloud Engineering (IaaS, PaaS and SaaS)
- Data warehousing and analytics
- Network and gateway
- ICT security, forensics, and hosting solutions
- Unified communications
- Server build and management

- Mobile workspaces
- System Administration and Operations
- Platform Services

Business Design opportunities

- Service design
- User experience design
- User interface design

What work does a digital graduate undertake and get exposure to?

Graduates in this program have the opportunity to excel in a digital or technical career after graduating from university. You can further develop your skills while working in a fast-paced environment where opportunities are exciting and diverse.

While our work is mostly based in Canberra, we also have offices in Melbourne and Sydney, and our teams are practiced at working flexibly to get the job done. To support this transformation, the digital landscape for the department is evolving. Graduates will have the opportunity to work across a range of teams designed to deliver services for the community. These include teams with technical focus, business design focus.

You will have an opportunity to work in the following divisions within the department.

Digital Solutions Division

The Digital Solutions Division (DSD) is responsible for building and maintaining ICT systems and digital solutions to assist DEWR's programs and policies, whilst also fulfilling the department's strategic objectives. We lead large, complex digital projects that deliver new business systems, as well as supporting a large portfolio of mission critical digital services. We aim to deliver digital applications and services in a modern, connected, and integrated way that drives business value and builds trust with citizens. The division currently has responsibility for a large program of digital delivery work across all DEWR business lines and supports some projects for external agencies. We also provide the foundations for data driven insights and policy outcomes through the Chief Data Officer, and take the lead on innovation, emerging technology, and artificial intelligence within the department.

Technology and Services Division

Technology and Services Division (TSD) is the department's ICT platforms and services division. TSD provides ICT hosting platforms both on premises and in the cloud that support the department's applications and websites. The division manages a large server environment which along with networking, gateway, and cyber security services, provides reliable platforms for our users. The division also delivers end-user computing solutions including virtual and mobile platforms, corporate applications, and a service desk.

The department provides a wide range of digital services to citizens and our staff. We design and develop systems for job seekers, employers, students, and many other important groups. We are looking for people who are passionate about digital and want to create great experiences that solve the needs of citizens. Our ideal graduate is innovative and creative, and wants to be part of a fast moving, dynamic, and progressive culture. If you love to solve problems, embrace the latest technologies, and be a part of our important mission, DEWR is the place for you!' – Adam Shain, DEWR Chief Digital Officer

How to apply

We participate in the Australian Government Graduate Program (AGGP) ICT Digital Stream which is part of the Australian Government Graduate Program. Applications for the 2025 AGGP Digital Stream open **4 March 2024**.

Scan the QR code for more information.

