Australian Government | acma Australian Communications and Media Authority

# Candidate pack

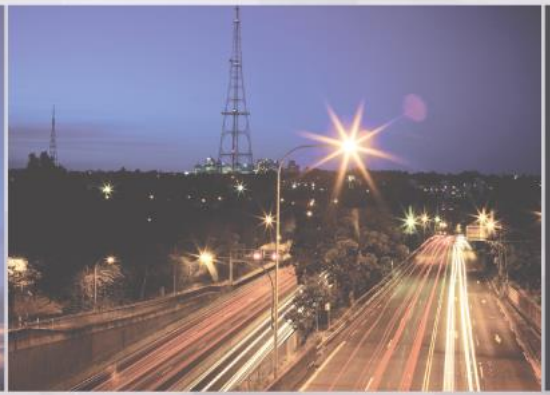
## Chief Information and Digital Officer

Senior Executive Service Band 1

A competitive salary and superannuation package will be negotiated

Full time, Ongoing

| | |
|---|---|
| Location: | Canberra, Melbourne, Sydney |
| Division: | Corporate and Research |
| Reference: | 533-2026-1 |
| Contact for information: | Richard Bullock<br>a/g General Manager, Corporate and Research<br>02 6219 5319<br>Richard.Bullock@acma.gov.au |
| **Applications close:** | **Thursday, 12 November 2026 at 11.59pm AEDT** |


acma.gov.au

# About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities. We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA visit www.acma.gov.au

To find out more about working at the ACMA visit Careers | ACMA

# Who we are

The **Digital and Technology Services Branch** provides leadership in the design, development and operation of digital and technology services for the ACMA and its stakeholders. The Branch works in a partnership model with all ACMA divisions to ensure their unique technology requirements are fit for purpose. The Branch provides a full service model that incorporates all Digital and Technology functions. This includes ICT security, first contact customer service for the public and internal customers, information management and digital literacy, maintains ICT system availability and operations, project management and governance services. The Branch provides architectural approval and authorisation to operate over the systems used by the ACMA and supports the responsible deployment of Artificial Intelligence (AI) across the agency.

Digital and Technology Services Branch is part of the **Corporate and Research Division** which partners with business areas across the ACMA, to provide enterprise wide enabling services and strategic advice. The Division facilitates this through the delivery of key corporate functions including financial management, property services, security, procurement advice, performance reporting, research and data, digital and technology services, human resources, communications, and governance services.

The **eSafety Commissioner (eSafety)** is Australia's independent regulator for online safety and whilst functionally separate to the ACMA, the ACMA provides a range of corporate and ICT support services for eSafety under a Service Level Agreement.

# About the role

As the ACMA's **Chief Information and Digital Officer (CIDO)**, you will lead the technology, digital and cyber security capabilities that enable effective regulation of Australia's media and communications sectors. This is a significant opportunity to shape how the ACMA uses technology, data and AI to improve services, strengthen regulatory and corporate functions, and respond to emerging cyber and information risks.

As a member of the Corporate and Research Division leadership team and Executive Manager of the Digital and Technology Services Branch, you will drive enterprise-wide digital transformation and cultural change. You will oversee the delivery of secure, reliable and contemporary services for ACMA staff and external stakeholders.

You will serve as the agency's Chief Information Officer, Chief Information Security Officer and AI Accountable Official, with responsibility for technology strategy, cyber security, digital services, enterprise architecture and the responsible adoption of AI.

Beyond leading the technology function, you will contribute to enterprise-wide decision-making and strategic stewardship. You will ensure technology investments are aligned with organisational priorities and deliver secure, sustainable and measurable outcomes. You will balance operational performance with long-term strategic direction, including leading the ACMA's Digital Strategy and Roadmap. You will anticipate emerging risks and opportunities, guide major investment decisions, and foster innovation, resilience and continuous improvement.

Working closely with the agency's Chief Data Officer and senior leaders across the ACMA, you will ensure technology, digital solutions and data work together to support regulatory outcomes, service delivery and the agency's future capability.

In this role, you will:

- **Set the ACMA's technology direction** by leading enterprise strategy, architecture, investment priorities and the Digital Strategy and Roadmap.
- **Align technology with organisational priorities** so that digital capability supports effective regulation, improved services and future readiness.
- **Strengthen governance and investment discipline** through clear strategies, principles, prioritisation and decision-making for ICT and digital services, projects and programs.
- **Deliver secure, reliable and customer-focused services**, with accountability for performance, resilience, service quality and continuous improvement.
- **Lead cyber security and organisational resilience** by overseeing strategy, governance, assurance and coordinated responses to emerging threats.
- **Drive technology-enabled transformation**, using digital solutions, data and innovation to improve capability, services and outcomes.
- **Oversee key whole-of-government obligations** including ICT security, AI, information and data governance, coordinated ICT procurement and sourcing, and related compliance activities.
- **Build enduring leadership and capability** by developing people, strengthening workforce resilience and fostering an inclusive, high-performing and service-oriented culture.
- **Represent the ACMA and influence strategic outcomes** by building trusted relationships across government, industry and partner agencies and contributing to cross-government technology, cyber security and digital agendas.

The position is offered on a full-time basis.

# Our ideal candidate

The ideal candidate will be an accomplished and forward-looking executive who can lead technology, digital and cyber security functions in a complex operating environment. You will combine strategic judgement with a strong record of delivery, using technology to enable organisational priorities, improve services and manage risk.

You will think and act at an enterprise level, provide authoritative advice to senior decision-makers and translate emerging technologies and whole-of-government requirements into practical outcomes for the ACMA. You will build trusted relationships across organisational boundaries, exercise sound judgement and lead with integrity, accountability and a strong service focus.

To be a strong contender for this role you will demonstrate:

- **Enterprise and strategic leadership** – a record of setting direction, shaping investment priorities and aligning technology and digital capability with organisational strategy and outcomes.
- **Secure and reliable service delivery** – senior leadership experience overseeing contemporary ICT operations and customer-focused services, with accountability for performance, resilience and continuous improvement.
- **Transformation and innovation** – experience leading complex technology-enabled change, including cloud services, digital platforms, data and the responsible adoption of AI and other emerging technologies.
- **Cyber security, risk and assurance** – strong knowledge of cyber security governance and the Australian Government security environment, including the Protective Security Policy Framework and Information Security Manual, with experience managing enterprise risk and assurance.
- **Executive influence and partnerships** – highly developed communication, negotiation and stakeholder engagement skills, including the ability to provide clear advice, influence senior decision-makers and represent the organisation in cross-government and external forums.
- **People and organisational leadership** – a record of leading multidisciplinary teams, developing senior leaders and building an inclusive, high-performing and service-oriented culture.
- **Commercial and delivery stewardship** – experience governing major programs and technology investments and leading strategic procurement, vendor and contract management to achieve value for money and sustainable outcomes.

The following experience and qualifications will be highly regarded:

- Experience delivering ICT and digital services in the Australian Government, including working with relevant whole-of-government policies, standards and frameworks.
- Experience with contemporary cloud and as-a-service delivery models, enterprise architecture and digital service management frameworks such as ITIL.
- Knowledge of Australian Government records and information management requirements.
- Experience overseeing internal service functions and external customer contact services.
- Relevant tertiary qualifications and industry certifications in technology, cyber security, service management, program or project management, commercial management or risk.

# What we offer you

We offer competitive conditions and excellent benefits:

- **Make a difference:** Make a positive contribution to the Australian people and community, as Australia's communications and media regulator.
- **A great team:** Join a collaborative and collegiate workforce that fosters life-long connections, supportive supervisors and access to our leadership, to deliver shared goals.
- **Grow your career:** We value the skills and experience our staff bring to the ACMA and are committed to their further development. Our unique breadth of work provides diverse professional and mobility opportunities that enable growth and progression.
- **Flexibility and balance:** We promote a healthy work/life balance with flexible conditions and provide a culturally supportive environment that supports caring responsibilities so staff can remain engaged at work.
- **Health and wellbeing:** We are committed to the health and wellbeing of our staff and our leadership lead by example. We extend services that enhance and promote physical health, mental health and social wellbeing to benefit you and your family.
- **Centralised offices and lifestyle:** With options to be in our Canberra, Melbourne or Sydney offices, staff are in close proximity to cafés, dining, retail facilities, public transport, childcare centres and gym and fitness options.
- **Conditions:** Competitive benefits, plus 15.4% superannuation and options for cultural leave, primary (18 weeks) and secondary (14 weeks, increasing to 18 weeks by 2027) parental leave and the ability to purchase additional leave.

## What our staff say

*'There are genuinely good people here who want to make a difference in their work and do good work for Australian people.'*

*'We have a dynamic and diverse remit with supervisors who create opportunities for growth and learning new skills.'*

To find out more about working at the ACMA including what our staff say, visit Working with us | ACMA

# Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

The successful applicant must be able to obtain and maintain a **Negative Vetting 2** or hold a current security clearance of an appropriate level. More information on the security clearance vetting process is available on the Australian Government Security Vetting Agency (AGSVA) website.

Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

# Use of merit pools

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar vacancies anywhere in Australia.

Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles. Applicants are asked for their consent to share this information as part of the application process.

# RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and
- meet the minimum requirements of the advertised vacancy.

More information can be found at RecruitAbility scheme: A guide for applicants | Australian Public Service Commission (apsc.gov.au).

# Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

# How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our online careers portal will guide you through the application and submission process.

Your application will need to include:

- your resume of between two and no more than four pages, and include:
  - your full name, contact email and mobile number
  - details of any relevant education and qualifications
  - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
  - other relevant experience.
- the contact details of two referees, including your current supervisor
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us
  - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role
  - you may like to structure your examples using the problem, action, result (PAR) method:
    - **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills
    - **Action:** Outline the action you took to address or resolve the problem
    - **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
  - you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.

## AI in recruitment

Use of AI tools and technologies in recruitment processes must be compliant with the *Public Service Act 1999*, the Australian Public Service Commissioner's Directions 2022 and the *Privacy Act 1988*.

Candidates planning to use AI tools and technologies to prepare their application should refer to the Australian Public Service Commission's Principles for candidate use of AI in recruitment.

# Privacy statement

The Australian Communications and Media Authority (ACMA) and the Office of the Australian eSafety Commissioner (eSafety) comply with the *Privacy Act 1988* (the Act).

The ACMA and eSafety comply with the Act in the collection, handling, use and disclosure of personal information. The personal information we receive in the application process is collected to assist us to determine your suitability for selection for an advertised vacancy and will not be disclosed for other purposes unless we have your informed consent or we are otherwise permitted or required to disclose that information by law.

Recruitment details, including resumes, can only be accessed by the candidate or by ACMA or eSafety staff or contractors in relation to the relevant recruitment and selection activity. For example, only the recruitment officers, professional scribe, selection committee members and designated administrative staff who are conducting the selection process can access your recruitment details.

Candidates should be aware that the ACMA or eSafety and the panel may obtain personal information through its own inquiries, including information collected outside planned recruitment activities or from sources other than the nominated referees.

Selection committee members can only access data relating to the recruitment action they are currently processing. At times the ACMA or eSafety may engage a professional recruitment agency or other APS employees external to the agency to assist in the recruitment process. These members can only access the information as part of the recruitment process.

In some cases, an Order of Merit or Merit Pool may be created and used to fill similar roles at the ACMA or eSafety or other Australian Public Service (APS) agencies within 18 months from when the original vacancy was advertised. If placed on an Order of Merit or Merit Pool, and with your consent, your personal information may be shared within the ACMA or eSafety or another APS Agency looking to fill a similar vacancy.

Click here to view the ACMA's Privacy Policy: Privacy policy | ACMA

Click here to view the eSafety Commissioner's Privacy Policy: Privacy | eSafety Commissioner