

Candidate pack

IT Contracts and Procurement Officer

APS 6

\$94,658 - \$106,898 plus 15.4% superannuation

Senior IT Contracts and Procurement Officer

Executive Level 1

\$115,443 - \$129,706 plus 15.4% superannuation

Full-time, Ongoing

Location:	Canberra, Melbourne, Sydney
Branch:	Technology, Data and Digital Enablement
Division:	Corporate and Strategy
Security clearance:	Baseline
Reference:	2883-2025-1
Contact for information:	Farryn Brousek (02) 5119 8940 farryn.brousek@esafety.gov.au
Applications close:	Thursday, 31 July 2025 at 11.59pm AEST

About eSafety

At eSafety, we are pioneers in online safety regulation, leading global efforts to combat digital harms and foster safer, more positive online experiences for all Australians.

Our mission is bold and far-reaching.

From tackling cyberbullying and child sexual exploitation, to confronting emerging harms brought about by new innovations such as generative AI and immersive technologies, we oversee Australia's online safety landscape.

We work closely with Commonwealth departments, agencies, and a range of partners to create meaningful change.

We don't just regulate; we educate, support, and advocate. Our team collaborates with diverse communities, educators, law enforcement, and industry leaders to build safer digital environments and give Australians the skills and knowledge they need to navigate online spaces confidently.

At eSafety, you'll be part of a passionate team under the leadership of an independent Commissioner who is supported by the Australian Communications and Media Authority (ACMA). Our eSafety staff are ACMA employees who are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2024-2027](#).

If you're driven to tackle today's online challenges and help prepare Australia for the ones to come, eSafety offers a dynamic career where you will make a difference. Join us and help shape the future of online safety.

View [Working at the ACMA and eSafety](#) or [visit our website](#) for further details.

Who we are

Sitting within the Corporate and Strategy Division, the Technology, Data and Digital Enablement Branch is a critical enabling service that includes the following functions:

- Digital & Web Services
- Data Analytics & Information Management
- Business Applications
- IT Operations & Support
- Cyber security

The Branch also works closely with its counterparts within the ACMA in the delivery of some shared corporate ICT services but operates its own cloud platform, specialist business systems and digital products related to eSafety's regulatory operations.

These include all public facing digital services accessed via eSafety.gov.au and back-end systems to support regulatory compliance and enforcement, complaint handling, investigations, intelligence, and data analytics capabilities.

About the role

This is an exciting opportunity to make a difference in a small and growing agency working on the front lines of online safety.

The **IT Contracts and Procurement Officer** provides a key role in helping manage the extensive IT procurement, licencing and contract management of the Technology, Data and Digital Enablement Branch.

The key duties of the position include:

- Manage the IT licencing function for the Branch, including liaison with IT and line area staff, assessing requirements, undertaking relevant procurement processes and managing contracts and renewals.
- Support in the preparation of end-to-end IT procurement documentation, and provide support for procurement, evaluation, market assessment and contracting activities.
- Assist with financial processes including invoice and accruals processes.
- An ability to build and maintain positive working relationships with team members, stakeholders and clients.
- Create and maintain support materials such as standard operating procedures and knowledge base articles, as well as providing training where it may be required.
- Ensure existing ICT contracts are reviewed for continued need and value for money and actioned prior to expiry.
- Undertaking other duties as required.

In addition to the above the **EL1 Senior IT Contracts and Procurement Officer** will:

- Develop and oversee budgets, financial forecasts, and expenditure tracking for contracted ICT operations.
- Ensure in-depth knowledge of and compliance with legislative, policy and regulatory frameworks (PGPA Act etc).
- Liaise and negotiate with providers for major ICT contracts and renegotiate deliverables to meet required objectives and user needs.
- Manage ICT services contracts including being responsible for all contract management assurance and procurement activities.
- Manage Azure licencing (FinOps) to achieve value for money and meet budgeting allocations.

- Manage the MOU contract with the ACMA, including:
 - Negotiating service level agreements to ensure that the needs of the eSafety are clearly articulated, understood and met.
 - Monitoring service provision against agreed-upon metrics outlined within service level agreements, ensuring quality and value-for-money on behalf of the eSafety.
- Respond to complex enquiries and contract management issues and takes initiative to identify alternative courses of action.
- Identify risks and manage mitigations as required.

Note: Due to the nature of eSafety's regulatory scope, occupants in this role may be exposed to content or hear stories about other people's experiences with online harm or be involved in work on potentially distressing and sensitive topics. Staff have access to support through our Employee Assistance Program and other wellbeing initiatives and training.

Our ideal candidate

We are seeking a highly motivated IT contract and procurement professional who is looking to make a difference in a small agency with a critical remit. Our ideal candidate will have:

- Experience with all aspects of financial operations in a government context.
- Experience working with TechnologyOne, Azure FinOps and the Microsoft ecosystem.
- Experience with complying with policies and processes, contractual obligations with Service Providers, and other relevant statutory requirements, while guaranteeing the integrity of IT procurement, contract management and financial processes.
- A demonstrated ability to gather and investigate information from diverse sources to support the achievement of procurement, contracting and financial activities.
- The ability to monitor, maintain and quality assure IT contract documents against a performance framework, ensuring delivery meets business requirements.
- Excellent organisational and time management skills with the ability to multi-task and manage competing priorities under minimal supervision.
- Excellent communication and interpersonal skills.
- Experience in Federal Government applications including the Digital Marketplace and BuyICT.

What can you expect from us?

eSafety offers a dynamic and interesting working environment where you will be working with passionate and dedicated people who share one goal – a safer and more positive online experience for all Australians.

We are a fast-growing team of educators, investigators, lawyers, policy analysts, technology experts, digital specialists and other professionals who collaborate, innovate and support each other to achieve our goals.

We invest in our people and want to support you to do your best work every day, so you will have access to a range of learning and development opportunities, flexible working arrangements, competitive employment conditions and a safe and supportive work environment.

Other benefits include:

- salary aligned to those outlined in the ACMA Enterprise Agreement that will increase in line with APS headline salary increases plus 15.4% superannuation.
- generous leave provisions including 4 weeks annual leave each year (pro-rata for part-time employees) with the option to purchase additional leave plus an additional paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave per annum (pro-rata for part-time), up to 18 weeks paid parental leave, cultural leave and more.
- access to salary packaging.

Eligibility

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

The successful applicant must be able to obtain and maintain a **Baseline security clearance** 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 may include demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Due to the nature of the role, it will be only offered on a full-time basis.

Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme.

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate 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 (requirements are detailed in the section titled 'Our ideal candidate').

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](https://www.apsc.gov.au/recruitability-scheme-a-guide-for-applicants).

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.

eSafety expects all staff to promote, model and uphold the APS and eSafety values, and be committed to public service integrity. Integrity at eSafety 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 no more than two to four pages, and include:
 - Your full name, personal 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 and what you may have gained from it.
- The contact details of two referees who can validate and support your application. Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise your referees of your application and that you are confident they will support it.
- A 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Your 750-word cover letter

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 and values we seek.

Privacy statement

The Australian Communication 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. 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](#)