Australian Government | acma Australian Communications and Media Authority

Candidate pack

Delivery Manager

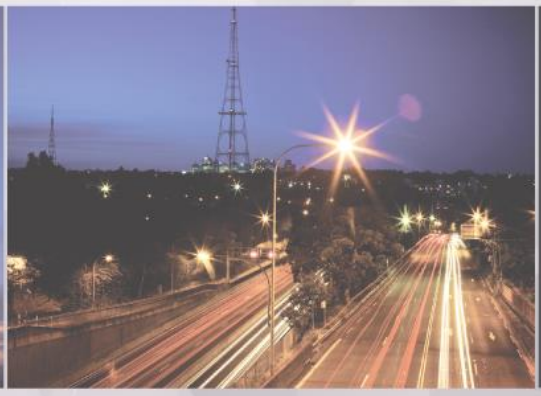
EL1

$115,443 – $129,706 plus 15.4% superannuation

Full time, Ongoing/Non-Ongoing

Location:	Canberra
Division:	Corporate and Research
Reference:	1645-2025-1
Contact for information:	Nathan Penhaligon Manager, ICT Platform Services and Support 02 6219 5144 Nathan.Penhaligon@acma.gov.au

Applications close: Sunday 20 July 2025 at 11.30pm 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, information management and digital literacy, maintaining ICT system availability and operations, project management and governance services. The Branch provides architectural approval and authority to operate over the systems used by the ACMA.

The Corporate and Research Division's primary role is to enable and support the Agency to achieve its strategic priorities, performance targets and operational outcomes through the delivery of high quality, contemporary and innovative corporate services, best practice research and analysis, and targeted capability development.

The Digital and Technology Service (DTS) Branch provides digital and technology services to the Australian Communications and Media Authority (ACMA) and its stakeholders. The Branch works in a business partnership model with all ACMA divisions to enable regulation of communications and media to maximise the economic and social benefits for Australia. DTS has four key objectives:

- Manage Information and Cyber Security Risks, to protect, manage, detect, respond, secure information systems and platforms for the ACMA.
- Deliver Digital and Data Services, to provide the ACMA with end-to-end digital services and inform decision making through actionable insights resulting from the analysis of ACMA's data assets.
- Enable greater staff productivity through connection, collaboration, and efficiency.
- Enhance reliability and availability by establishing contemporary technology platforms that delivers modern business capabilities.

The ICT Platform Services and Support Section are charged with the development, implementation, and maintenance of ACMA's hybrid cloud infrastructure in accordance with agreed security standards and operating processes.

The section's responsibilities include:

- managing the ACMA's ICT hybrid cloud infrastructure, application platforms and services including maintenance, increasing availability, improving reliability, and ensuing security standards are upheld
- continuing to mature existing support services and design support services for new ICT capabilities
- providing broad support across the branch by taking a lead role in the upskilling and education of staff by on-the-job experience and knowledge capture and sharing
- supporting the Chief Information and Digital Officer in achieving quality outcomes efficiently and in accordance with best practice public sector ICT and digital service delivery, working across the branch.

The section role directly supports the Chief Information and Digital Officer in achieving quality outcomes efficiently and in accordance with best practice public sector ICT and digital service delivery, working across the branch.

About the role

As the Delivery Manager, ICT Platform Services and Support Team you will own and drive operational excellence in the teams responsible for ACMA's ICT platform services and support. Reporting to the Section Manager, this newly created role in DTS will have a direct impact in helping our cross-functional teams deliver incremental value to the business and end user.

The **Delivery Manager, ICT Platform Services and Support Team** is expected to:

- Oversee the management of ACMA's ICT hybrid infrastructure, application platforms including incident management and remediation, proactive maintenance of platforms and services and reporting on service health and status.
- Plan and allocate personnel and resources to activities in accordance with relevant priorities.
- Work collaboratively with stakeholders to ensure communication is effective and expectations are appropriately managed.
- Coordinate with the digital project team and service delivery team on release activities, environment management and utilisation, knowledge sharing and transition activities.

You will showcase your enthusiasm for leadership by guiding teams in the planning, development, maintenance and support of platform services and support. You will directly manage three streams of resources split into an applications stream, cloud stream and infrastructure team. Currently these three teams have a total of 14 resources in total.

This role requires a high level of organisational skills, critical thinking, accuracy, attention to detail and the ability to multi-task to ensure high quality outcomes for the section. You will identify strategies and efficiencies for maintaining existing services, and business applications, and platforms to maximise availability, reliability, and service continuity.

You will make your mark with stakeholders by proactively keeping them informed and engaged in appropriate formats and forums as well as enabling self-service visibility of status updates in DevOps.

Our ideal candidate

As the Delivery Manager, you will own and drive operational excellence in the teams responsible for ACMA's ICT platform services and support.

You will showcase your enthusiasm for leadership by guiding teams in the planning, development, maintenance, and support. You will directly manage 12 staff, functionally split across three work streams. Being Applications, Cloud and traditional Infrastructure.

No two days will be the same as you manage operational aspects including scheduling, leadership, facilitating agile events in addition to providing general support and championing a continuous improvement culture.

This role requires a high level of organisational skills, critical thinking, accuracy, attention to detail and the ability to multi-task to ensure high quality outcomes for the department. You

will identify strategies and efficiencies for maintaining existing services, business applications, platforms to maximise availability, reliability, and service continuity.

You will make your mark with stakeholders by proactive communication and engagement, whilst enabling self-service visibility of status updates in Azure DevOps.

What can you expect from us?

ACMA offers a dynamic and interesting working environment where you will be working with great people who are dedicated to providing effective communication and media services to the community.

We are a values-driven culture where you can be purposeful, curious and questioning, and collaborative, allowing you to keep being you. Through our commitment to these values, we maintain a fulfilling and supportive environment that promotes the wellbeing of our people.

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

Other benefits include:

- competitive salaries increasing yearly, refer to the ACMA Enterprise Agreement, plus superannuation contributions of 15.4%. Potential salary matching for the right applicants
- generous leave provisions including 4 weeks annual leave each year (pro rata for part-time employees) with the option to purchase additional leave, paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave each year (pro rata for part-time employees), up to 18 weeks paid parental leave and cultural leave
- access to salary packaging.

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 (NV1) 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 includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar roles in various locations. 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 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 no more than two to 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.

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