



DIRECTOR INFORMATION COMMUNICATION AND TECHNOLOGY

Position Number: 002411 Level: 9

ANZSCO: 135111

JOB DESCRIPTION FORM

THE ROLE

Leads and manages the Information Communication and Technology (ICT) Directorate to deliver a customer focused service and digital transformation. This role will build and maintain strong governance frameworks and effective relationships with customers, vendors and internal and external stakeholders to ensure ICT services and solutions align with organisational and State Government requirements and priorities.

Provides strategic advice on ICT issues and emerging technologies, develops and implements DFES's ICT Strategic Plan, ensuring alignment with the Department's Strategic Plan and Statement of Strategic Intent.

REPORTING RELATIONSHIPS

ORG STRUCTURE

Corporate Services
Information Communication and Technology
Information Communication Technology Executive

THIS ROLE REPORTS TO

Executive Director Corporate Services (002340) Class: 2

POSITIONS THAT REPORT TO THIS ROLE

Assistant Director ICT Strategy Planning and Architecture (006342)	Level: 8
Assistant Director ICT Solution Delivery (006179)	Level: 8
Assistant Director ICT Operations (013118)	Level: 8
Administration Officer (006095)	Level: 2

POSITION INFORMATION

LOCATION: Cockburn Central

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

Employees in this position must be available and required to be on call, work weekends and out-of-hours, and undertake regular intrastate travel (by air and/or road) as required.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

Directorate

- Leads and manages the Information Communication and Technology (ICT) Directorate in the delivery of a customer focused service and digital transformation.
- Directs the development and implementation of ICT policies.
- Develops and implements strategies and changes to acquire, develop and maintain DFES ICT resources, with influence, buy-in and adoption.
- Build and maintain strong governance frameworks and effective relationships with customers, vendors and internal and external stakeholders to ensure ICT services and solutions align with organisational and State Government requirements and priorities.
- Ensures that the delivery of services and projects is conducted efficiently and effectively through the development, implementation and monitoring of appropriate service level agreements and contracts, and operational performance and availability criteria.

Command

- Provides strategic advice, guidance and collaboration on ICT issues and emerging technologies, solving complex problems.
- Manages ICT resources to ensure high quality services are provided to internal and external customers.
- Participates as a member of the Command management team.
- Works collaboratively to support other Directorates to achieve their service delivery objectives.

Department

- Works collaboratively across DFES Commands and Volunteer Associations to assist them to achieve their service delivery objectives.
- Develops and implements DFES's ICT Strategic Plan, ensuring alignment with the Department's Strategic Plan and Statement of Strategic Intent.
- Provides regular and transparent information on ICT service delivery performance, risks and issues to relevant DFES Governance Committees.
- Provides advice and assistance to staff and Volunteer Associations to assist them to achieve their objectives.
- Identifies areas of risk as it relates to ICT and takes remedial action.
- Actively engages with the Office of Digital Government, partner ICT vendors and Emergency Services Agencies peers, to seek out and progress opportunities that will improve business, volunteer and/or community outcomes.
- Drive ongoing digital transformation strategies, projects and governance to deliver modernisation to DFES' technology systems and landscapes to support emergency services across Western Australia.

Other

- Developing, leading and promoting a supportive health and safety culture, including psychological wellbeing.
- Act as a positive role model demonstrating safe workplace behaviours and communicating the importance of effective Risk and Health and Safety Management.
- Ensure compliance with WHS legislation and the integration of the OHS Management System into business processes.
- Undertake other duties as required.

EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Multiple Area Leader**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
Lead collectively	Seek and build key relationships, work together and focus on the greater good.
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

TECHNICAL CAPABILITIES – Employees in this position are required to work toward the technical capabilities of this position, aligned with the Skills Framework for the Information Age (SFIA), version 9. Refer Appendix 2.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Significant experience in leading, managing ICT services, strategies and digital transformation initiatives that align with organisational objectives and priorities.
2. Strong written and verbal communication skills providing clear strategic advice to diverse audiences, with extensive experience in developing and implementing ICT policies and governance frameworks meeting compliance and organisational requirements.
3. Significant leadership experience in managing multidisciplinary teams and delivering ICT services, projects and programs in a complex organisation.
4. Extensive experience in building and maintaining collaborative relationships with internal and external stakeholders, vendors and partners to drive engagement, secure buy-in, and ensure successful adoption of ICT initiatives.
5. Strong interpersonal and influencing skills, to negotiate effectively, resolve complex issues, identify risk mitigation strategies and leverage emerging technologies to enhance business outcomes.

DESIRABLE CRITERIA

1. Relevant qualification in an ICT field.
2. Possession of ITIL Foundation for Service Management certification (v3 preferred).
3. Possession of current Prince2 Foundations or Practitioner certification.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	08/12/2008	08/12/2008	HR Consultant
Vs 2.0	Update	15/11/2011	15/11/2011	HR Consultant
Vs 3.0	Update	20/08/2015	20/08/2015	Kate Williams-Coomer
Vs 4.0	Update	04/02/2019	04/02/2019	Sue Eccles
Vs 5.0	Template update only		03/01/2024	Tasha McMenamin
Vs 6.0	Leadership Behaviours	15/10/25	15/10/25	Jeneen Zoutman
Vs 7.0	JDF Update	16/01/2026	19/01/2026	Andrea Dawson

Appendix 2: WA Government Skills Framework for the Information Age (SFIA) Alignment

Category & Sub-Category	Level & Code	Level Descriptions
ICT Leadership & Operating Model IT Management	Level 7 ITMG	Sets the strategic direction for managing the technology services portfolio, ensuring alignment with organisational strategies, objectives and emerging opportunities. Promotes and assesses technology's potential to drive change, evaluating feasibility and impact. Authorises the establishment and integration of new or modified service delivery capabilities, balancing in-house and outsourced options. Oversees resource allocation for planning, developing and delivering technical services and products. Maintains a strategic overview of how technology services contribute to organisational success.
Governance & Compliance Data Management & Governance	Level 7 GOVN	Directs the definition, implementation and monitoring of the governance framework to meet organisational obligations under regulation, law, or contracts. Provides leadership, direction and oversight for governance activities. Integrates risk management into frameworks, aligning with strategic objectives and risk appetite. Secures resources required to execute activities to achieve the organisation's governance goals with effective transparency. Provides assurance to stakeholders that the organisation can deliver its obligations with an agreed balance of benefits, opportunities, costs and risks.
Management & Governance Strategic Planning	Level 7 ITSP	Leads the definition, implementation and communication of the organisation's strategic management framework. Directs the creation and review of a strategy and plans to support the strategic requirements of the business.
Data Security & Quality Security & Resilience	Level 6 SCTY	Develops and communicates corporate information security policy, standards and guidelines. Ensures architectural principles are applied during design to reduce risk. Drives adoption and adherence to policy, standards and guidelines. Contributes to the development of organisational strategies that address information control requirements. Identifies and monitors environmental and market trends and proactively assesses impact on business strategies, benefits and risks. Leads the provision of authoritative advice and guidance on the requirements for security controls in collaboration with subject matter experts.
Portfolio Oversight Portfolio Management	Level 6 POMG	Engages and influences senior managers to ensure the portfolio will deliver the agreed business objectives. Leads the definition, planning, scheduling and monitoring of portfolio activities, ensuring alignment with governance standards. Ensures each portfolio component contributes to the overall objectives. Identifies and addresses portfolio-related issues, recommending and monitoring corrective actions. Collects and summarises portfolio measures, reporting on status and ensuring compliance with governance frameworks.
Data Culture & Capability Organisational Change Management	Level 6 CIPM	Defines and communicates the approach for change management for a significant part of the organisation. Initiates, plans and leads strategic, large and complex change management initiatives. Provides guidance to change leaders, emphasising the technical and procedural aspects of change. Establishes feedback processes and leads analyses of change management successes. Enables continual improvements to change management methodology, tools and training necessary to enhance the maturity across the organisation.

Appendix 2: WA Government Skills Framework for the Information Age (SFIA) Alignment

Category & Sub-Category	Level & Code	Level Descriptions
Stakeholder Engagement	Level 7 RLMT	Determines the strategic approach to understanding stakeholder objectives and requirements. Works with all interested parties to identify stakeholders and establish effective relationships. Establishes and promotes the overall vision for how stakeholder objectives are met and determines organisational roles and alignment. Actively manages relationships with the most senior stakeholders and is the ultimate escalation point for issue resolution.
Stakeholder Relationship Management		