



# Job Description Form

## 020228 Chief Technology Officer

### POSITION DETAILS

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Classification Level: 9  
Award/Agreement: PSA 1992/ PSGOGA 2014  
Position Status: Permanent full time, SES  
Organisation Unit: Corporate Services Division  
Physical Location: Perth CBD

### REPORTING RELATIONSHIPS

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Responsible to: 012839 Director Knowledge Information and Technology  
(Chief Information Officer) – Class 1

**THIS POSITION:** **Chief Technology Officer - Level 9**

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|-----------------|---|----|
| Direct Reports: | Manager Service Delivery Projects and Support | L8 |
|                 | Manager Contract Services                     | L8 |
|                 | Manager Infrastructure Services               | L8 |
|                 | Principal Technology Security Officer         | L7 |

### OVERVIEW OF THE POSITION

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Reporting to the Chief Information Officer (CIO), the Chief Technology Officer (CTO) provides strategic leadership in the delivery of the Department's information communications and technology (ICT) strategy; providing advice on ICT reform and digital service delivery in line with the State's broader ICT Strategy; Digital WA.

The CTO will provide the CIO with advice on complex technical matters to enable integrated and optimised operational information management and technology services to support business process and service improvement throughout the Department.

The CTO will play a lead role in transforming the Department's from an owner and operator of ICT hardware to a consumer of ICT services. The ability to recognise opportunities to introduce innovative technologies to enhance service delivery coupled with an ability to influence and embed behavioural and business process change is highly sought for this role.

## JOB DESCRIPTION

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As part of the Knowledge Information and Technology Directorate, the successful applicant will be expected to:

- Work with the Chief Information Officer to ensure that technology initiatives support improved information and data sharing outcomes in support of the Department's strategic goals, so that technology becomes a key element of the overall business strategy;
- Communicate effectively, model integrity and respect in all interactions by leveraging extensive experience and deep analytical insight to gain approval and support for ICT transformation objectives;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within the Department's chain of command to coordinate activities required to meet the directorate's objectives contributing to the broader Department of Justice Strategic Plan;
- Work collaboratively with staff within the Directorate and across the Department to leverage existing and emerging technologies to achieve common goals and facilitate business improvements;
- Facilitate cultural and operational reforms within the Branch through leadership and engagement to create a culture of continuous improvement;
- Proactively engage with peers, stakeholders, partners and suppliers to share knowledge, identify opportunities for cross-sector collaboration and identify and adopt innovative solutions and practices that create value;
- Ensure human, physical, communication and technological resources are strategically deployed to address business needs and maintain sustained service delivery.
- Apply sound project management methodology to ensure effective delivery, accountability and risk management in all work to ensure projects are delivered on time and on budget.

## ROLE SPECIFIC RESPONSIBILITIES

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- Drive the transformation of the Department's ICT operations and services via a cohesive technical architecture that supports digital service delivery;
- Lead the change in ICT culture required to drive ICT reform that transforms the delivery of services, including the planning and oversight of transition to new technologies, ensuring staff have the right skills and training to maximise value from current and emerging technologies;
- Direct the development of ICT policies and standards;
- Provide high level advice to the CIO on complex technical matters, including risk identification and mitigations, resourcing implications and emerging technologies to inform strategy;
- Manage and negotiate high impact and high risk ICT contracts for the Department in consultation with Procurement Services, including the development of contract management plans ensuring that the obligations of other parties are delivered as specified;

- Monitor the delivery of technology projects against a program of works and report progress to the Information Management and Technology Committee, the Department's peak ICT governance body;
- Develop solutions and services that modernise activities and deliver efficiencies in information management, workflow management, systems access and portability, security management and information governance;
- Develop and implement processes to monitor and report on ICT risk and implement appropriate controls to remediate or mitigate those risks;
- Progress compliance with the digital security policy issued by the Government Chief Information Officer; and
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **JOB RELATED REQUIREMENTS**

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In the context of the role specific responsibilities of this position, the ability to demonstrate the following skills, knowledge and experience:

### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of government agenda, develop the strategic direction and objectives of the Directorate and the factors that may impact on plans and goals, scan the environment to monitor priorities and keep stakeholders informed on critical factors and issues, think laterally, be innovative and identify and work collaboratively to overcome challenges

### **Achieve Results**

The ability to; evaluate policy and program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality and to see work through to completion.

### **Builds Productive Relationships**

The capacity to; network effectively in order to build and maintain relationships with stakeholders, team member and colleagues, actively listen to internal and external stakeholders and encourage engagement and contribution.

### **Exemplifies Personal Integrity and Self Awareness**

A demonstrated; commitment to a high level of personal integrity, professionalism, probity and personal development, adherence to the Code of Conduct, drive towards the achievement of goals and ability to constructively challenge issues, discuss alternatives and progress the issue.

### **Communicates and Influences Effectively**

The ability to; negotiate persuasively and to successfully listen, understand and adapt to a range of audiences.

### **Role Specific Criteria**

Demonstrated high level experience in the provision of technology including expertise in the development and implementation of complex ICT change within a complex organisational context.

Demonstrated understanding of the ICT industry across application delivery, ICT contract management, ICT security and the provision of infrastructures services, demonstrating an understanding of the implications of emerging technologies their implications for the Department.

Demonstrated ability to understand, explain and present complex technical issues to both technical and non-technical roles at all levels of the Department.

### **SPECIAL REQUIREMENTS/EQUIPMENT**

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Nil

### **CERTIFICATION**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

#### **DELEGATED AUTHORITY**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HR CERTIFICATION DATE: \_\_\_\_\_