



Role Description

Role title: Head of Digital and Business Technology

Classification: SM2

Agency: [Department of the Premier and Cabinet](#)

Division: Chief Operating Officer

Business Unit: ICT Services

Reports to: Group Director, ICT and Business Services

Roles reporting to this role:

- Manager, Service Desk and Service Management
- Manager, Projects and Application Services
- Manager, Infrastructure
- Manager, Cyber, Change and Problem

Budget/Expenditure: Accountable for significant ICT budgets, financial delegations, and high-value procurement activities.

Role Purpose:

The Head of Digital and Business Technology provides enterprise-wide strategic leadership and accountability for the delivery, performance, and continuous evolution of ICT services across the Department of the Premier and Cabinet (DPC). The role shapes and executes the department's technology strategy, ensuring digital capabilities enable government priorities, strengthen cyber security resilience, and deliver secure, high-quality services.

As a senior member of the ICT leadership team, the role partners with executives and stakeholders to align technology investment with business outcomes, influence whole-of-government directions, and lead the responsible adoption of emerging technologies, including artificial intelligence (AI).

Key Responsibilities:

1. Set and lead the strategic direction for ICT services across DPC, ensuring alignment with organisational priorities, whole-of-government frameworks, and evolving business needs.
2. Hold enterprise accountability for the performance, reliability, and availability of ICT services, including infrastructure, applications, and service management, ensuring resilience and continuity of critical services.
3. Lead the adoption of emerging technologies, including AI and cloud, establishing governance, ethical safeguards, and risk controls that enable innovation while maintaining public trust and compliance.
4. Strengthen DPC's cyber security and risk posture, with accountability for managing ICT-related risks, including cyber, operational, and regulatory risks, and fulfilling the role of Information Technology Security Advisor (ITSA) for the Department.
5. Drive whole-of-department digital transformation and continuous improvement, ensuring delivery through accountable leaders, and embedding user-centred, data-informed practices.
6. Establish and enforce enterprise architecture, standards, and governance frameworks to ensure scalable, secure, and sustainable technology solutions.
7. Lead and develop a high-performing leadership team, fostering a culture of accountability, innovation, collaboration, and continuous improvement.
8. Provide authoritative, evidence-based advice to executives, translating complex technical concepts, risks and trade-offs into clear strategic directions.
9. Lead strategic procurement and vendor management, overseeing high-value ICT contracts and partnerships to deliver value for money and align with government procurement frameworks.
10. Represent DPC in cross-government and external forums, influencing ICT strategy, standards, and initiatives and contributing to broader public sector outcomes.

Key Relationships / Interactions:

- **Group Director and DPC Executive:** Provide strategic advice and influence decision-making on technology direction, investment, risk, and service performance.
- **ICT Leadership Team and direct reports:** Lead and enable delivery through accountable managers, setting direction and ensuring alignment across infrastructure, cyber, applications, and service management.
- **Business unit leaders and DPC staff:** Partner to understand priorities, shape solutions, and ensure technology services meet organisational needs and improve outcomes.
- **ICT leaders across SA Government:** Collaborate to align with whole-of-government strategies, standards, and shared initiatives.
- **Office of the Chief Information Officer (OCIO):** Engage to meet policy, security, and compliance obligations, including ITSA responsibilities under the South Australian Cyber Security Framework.
- **Vendors and strategic partners:** Oversee high-value supplier relationships, ensuring performance, value for money, and delivery of strategic outcomes.
- **Cross-Government committees and forums:** Represent DPC and influence sector-wide ICT strategy, standards, and innovation initiatives.

Role Specific Criteria:

- Demonstrated extensive experience leading complex, enterprise-wide ICT functions, with accountability for service performance, strategic direction, and the delivery of secure, reliable, and scalable technology outcomes.
- Proven ability to operate at a senior level, providing authoritative advice and influencing decision-making to align technology strategy and investment with organisational and whole-of-government priorities.
- Demonstrated experience leading large-scale digital and technology transformation, including the adoption and governance of emerging technology such as AI and cloud, to deliver measurable business value.
- Extensive experience establishing and enforcing enterprise architecture, governance frameworks, policies, and standards to ensure secure, compliant, and sustainable technology environments.
- Proven capability in leading and developing high-performing, multidisciplinary leadership teams, fostering a culture of accountability, innovation, and continuous improvement in complex environments.
- Significant experience managing enterprise ICT risk, including cyber security, with the ability to provide high-level assurance and advice consistent with government frameworks and obligations, and to undertake the role of Information Technology Security Advisor (ITSA).
- Demonstrated experience managing substantial ICT budgets, procurement, and vendor ecosystems, including high-value contracts and strategic partnerships, to deliver value-for-money and organisational outcomes.
- Highly developed communication and stakeholder engagement skills, with the ability to build trusted relationships, negotiate outcomes, and represent organisational interests in cross-government and external forums.
- Relevant tertiary qualification in information technology, computer science, business, or a related discipline, or equivalent professional experience.

Special Conditions:

- The successful applicant will be required to undergo a Nationally Coordinated Criminal History Check (NCCHC) in accordance with departmental policy.
 - The successful applicant will be required to obtain and maintain a Security Clearance at Negative Vetting level 1.
 - The incumbent is required to participate in the department's Performance Development Program.
 - The incumbent may be assigned to another position at this remuneration level or an equivalent classification within the Department.
 - Some out-of-hours work may be required, including participation in incident response or critical service restoration activities.
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Capabilities for the Role

The **DPC Capability Framework** defines the knowledge, skills and abilities required for effective performance in a role.

Focus Capabilities are the most critical for effective performance in the role and are assessed during recruitment. The focus capabilities outlined describe the expected behaviours expected at each capability level.

FOCUS CAPABILITIES		
CAPABILITY	BEHAVIOURAL INDICATORS	LEVEL
Personal Attributes Demonstrates Courage, Resilience and Adaptability <i>Be willing to embrace change and remain focused in challenging situations.</i>	<ul style="list-style-type: none"> Respond professionally, and act constructively in high pressure, unpredictable or rapidly changing environments Provide clear, honest advice even when views differ, and engage openly with opposing perspectives Receive criticism of own ideas or approaches with openness, reflect on the feedback and respond in a thoughtful and considered manner Tackle complex, unfamiliar and sensitive issues with persistence, raising and working through them despite discomfort or uncertainty Apply sound judgment and develop effective strategies to navigate emotionally charged or challenging decisions, making timely and well-considered decisions Lead and support change by staying steady, proactive, and adaptable, even when circumstances are ambiguous or uncertain 	Advanced
	Commit to Customer Service <i>Understand and prioritise the community's needs, and provide tailored services aligned to the public sector values and DPC's Strategic Objectives.</i>	<ul style="list-style-type: none"> Promote a culture of high-quality customer service across the department and consider new ways of working to improve customer experience Establish and maintain robust systems to gather and analyse customer insights for continuous service improvement Initiate and develop partnerships with customers to define and evaluate service performance outcomes Cultivate and manage partnerships within the department and across public, private and the broader community Engage and liaise with senior stakeholders on key issues, providing expert advice to support decision-making and drives positive outcomes Embed customer interests and needs into business process design and encourage new ideas and innovative approaches Ensure that the department's systems, processes, policies and programs are agile and responsive to evolving customer expectations and requirements
Work Collaboratively <i>Cultivate strong, effective working relationships that encourages teamwork and actively values the contributions of others.</i>	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams Share lessons learned across teams and business areas Identify opportunities to work collaboratively with others, including individuals with lived experience, to solve problems and develop better processes and approaches to work Use digital information platforms and collaboration tools to share information, engage stakeholders, and co-develop solutions that improve services Actively engage and incorporate diverse cultural perspectives and actively involve diverse audiences in developing solutions that improve services 	Proficient

Results	<p>Deliver Results <i>Achieve results through a focus on quality outcomes and efficient use of resources.</i></p>	<ul style="list-style-type: none"> • Leverage relevant expertise to achieve departmental objectives • Foster and lead a results-oriented culture by driving achievement and actively recognising and valuing the contributions of others • Draw from business data to identify needs and inform continuous improvement • Determine how business outcomes will be measured and guide others on evaluation methods • Identify and build opportunities to achieve departmental objectives • Oversee the output of the business area to ensure outcomes are successful and achieved within budget • Advance DPC's priorities by securing and utilising resources efficiently and effectively 	Advanced
Business Enablers	<p>Project Management <i>Understand and apply project planning, implementation, quality and control methods.</i></p>	<ul style="list-style-type: none"> • Independently lead projects, engaging stakeholders to shape project strategy and expected benefits • Actively engage and consult with stakeholders to shape project strategy • Demonstrate a comprehensive understanding of the project management lifecycle, incorporating change strategies to achieve business outcomes and benefits • Prepare clear, well-structured project proposals with accurate cost and resource models based on analysis and stakeholder engagement • Define key project goals, establish measurable performance outcomes, and outline monitoring, reporting, and implementation requirements • Conduct risk assessment and proactively assess project risks, implementing effective mitigation plans to address potential challenges • Clearly articulate and measure anticipated benefits to stakeholders • Monitor the completion of project milestones against goals and take necessary action to meet these and avoid deviations • Evaluate project performance and recommend improvements to strengthen future project delivery 	Advanced
	<p>Technology <i>Maximise efficiency and effectiveness using technology.</i></p>	<ul style="list-style-type: none"> • Champion the adoption of innovative and emerging technologies to enhance departmental performance and future readiness • Oversee and mitigate technology-related risks to ensure compliance with cyber security, data protection and technology usage policies • Maintain awareness of emerging technologies such as AI and trends to assess their implications and opportunities for advancing business outcomes • Engage with subject-matter experts to leverage technology and emerging capabilities such as AI, effectively to support strategic objectives • Provide oversight of effective information, records and knowledge management systems, protocols and policies to minimise risk of breaches 	
People Management	<p>Lead and Develop People <i>Guide, empower and motivate employees in a way that develops their capabilities and expertise.</i></p>	<ul style="list-style-type: none"> • Refine roles and evolve roles and responsibilities over time to strengthen departmental performance and deliver improve business outcomes • Identify and nurture talent, build team capability and lead effective succession planning to ensure workforce continuity • Prioritise coaching and mentoring, fostering a culture of professional growth, continuous learning, and high performance • Ensure performance issues at both team and individual level are addressed proactively and consistently across the organisation • Implement and champion performance development frameworks that align workforce capability with the department's current and future strategic priorities 	Advanced
	<p>Lead Reform and Change <i>Being an advocate of change, engage and support others during times of uncertainty.</i></p>	<ul style="list-style-type: none"> • Articulate the vision and strategic benefits of continuous improvement, guiding teams through uncertainty with clear leadership and coaching to build commitment and buy in • Support others to address emerging challenges and risks, strengthening momentum and engagement for change initiatives • Translate high-level change initiatives into practical, actionable steps, and clearly communicate to employees their roles in implementing them • Drive structured change management processes that identify and address cultural barriers, ensuring alignment and sustained engagement across the department 	