

University of the Sunshine Coast Australia

POSITION DESCRIPTION

Position:	Chief Information and Digital Officer
Work Area:	Information Technology and Digital Services
Classification:	Senior Staff
Supervisor:	Chief Operating Officer

Our vision

TO CREATE A BETTER TOMORROW

Our purpose

To transform lives through learning and knowledge in every place we operate and with every community we serve.

Our values

INTEGRITY

- We do what we say we are going to do, taking responsibility for our actions.
- We lead by example, demonstrating respectful, fair and ethical behaviour.
- We are transparent, explaining the rationale behind decisions.

COMMUNITY

- We make a positive difference in our communities.
- We empower and support others to achieve their potential.
- We foster an inclusive and equitable environment that embraces difference.Aspitatus

SUSTAINABILITY

- We continually seek ways to enhance our practices.
- We prioritise actions that benefit both present and future generations.
- We promote the safety and wellbeing of everyone.

For further information about UniSC visit us online unisc.edu.au/about

NATURE AND SCOPE OF POSITION

UniSC has commenced its next phase of development. Since opening in 1996 the University has expanded in size, footprint and reputation, creating greater opportunities for regional communities from Moreton Bay to the Fraser Coast.

This is first and foremost a people leadership role. Reporting to the Chief Operating Officer, the Chief Information and Digital Officer (CIDO) leads, develops and unites the IT and Digital Services team, building a single high performing team with a shared sense of purpose. We are looking for a leader who can bring people together, lift culture and engagement, and guide the function through transformation.

UniSC acknowledges the Traditional Custodians of the lands and waterways on which we live, work and study. We recognise and respect the enduring connections of Aboriginal and Torres Strait Islander peoples to Country, culture and community. We pay our respects to Elders past and present, and recognise the strength, resilience and capacity of all Aboriginal and Torres Strait Islander people.



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The CIDO leads the University's technology services in support of its strategic priorities, owning the day-to-day operation, reliability and security of the core technology environment and the delivery of digital services that enable students, staff and researchers.

The role is accountable for service quality across enterprise services, client services, cyber operations, innovation and project delivery. It works in close partnership with the Enterprise Portfolio Management Office, which leads programme and project governance and assurance, enterprise architecture and change management, and with the Insights and Analytics function, which leads data governance and analytics.

The CIDO collaborates with university leaders and a wide range of internal and external stakeholders to introduce high quality, reliable and innovative services that support research and education outcomes.

OVERVIEW OF INFORMATION TECHNOLOGY AND DIGITAL SERVICES

Information Technology and Digital Services provides the technology resources that support the University's academic programs, research, community engagement and administrative services across multiple campuses.

The function develops, delivers and supports the University's core technology environment. Its remit covers enterprise services, client services, innovation and project delivery, and operational governance. This includes business application services, data integration and digital platforms, cyber operations, workplace technologies, and innovation services.

The function delivers projects under the governance, assurance and gating framework of the Enterprise Portfolio Management Office, which leads enterprise architecture and change management for the University. Data governance and analytics are led by the Insights and Analytics function. The Director works closely with both.

PRIMARY OBJECTIVES OF THE POSITION

1. Build and lead a high-performing, service-oriented Information Technology and Digital Services function that strengthens capability, engagement and collaboration, and supports the University through ongoing transformation.
2. Provide strategic and operational leadership of the University's information, data, digital and technology capabilities, ensuring services, platforms and investments enable delivery of the University's Strategic Plan and long-term institutional priorities.
3. Ensure the University has secure, reliable and contemporary technology services and information capabilities that enhance the experience of students, staff and researchers and support excellence in learning, teaching, research and professional operations.
4. Drive innovation, continuous improvement and technology-enabled change by strengthening partnerships across the University and leveraging emerging technologies, data and digital capabilities to create institutional value.

CHALLENGES AND PROBLEM SOLVING

The CIDO operates in a complex and rapidly changing environment where technology, information and digital capability are critical enablers of UniSC's strategic objectives. The role requires balancing immediate operational requirements and service expectations with longer-term transformation priorities, ensuring the University maintains reliable and secure services while evolving its technology environment.

The position must navigate competing stakeholder priorities, financial constraints, emerging technology opportunities, cyber security risks and changing sector expectations. Success requires the ability to make sound judgements, manage risk, influence stakeholders and translate complex technology considerations into practical solutions that deliver value for students, staff, researchers and the wider University community.

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DECISION-MAKING

The CIDO is responsible for significant decisions relating to the strategic direction, operation and continuous improvement of the University's information, data, digital and technology capabilities. The role exercises judgement in prioritising investments, managing technology risks, allocating resources and determining appropriate approaches to service delivery, innovation and transformation.

The position provides authoritative advice to the Chief Operating Officer, University Executive and governance committees, ensuring decisions are informed by evidence, aligned with institutional priorities and balance innovation, risk, sustainability and operational effectiveness.

INTERPERSONAL RELATIONSHIPS

The CIDO builds trusted and collaborative relationships across the University to ensure information, data, digital and technology capabilities effectively support institutional priorities. The role works closely with senior leaders, academic and professional staff, the Enterprise Portfolio Management Office, Insights and Analytics, and other enabling functions to deliver coordinated outcomes.
The position represents the University with external technology providers, industry partners and professional networks, fostering relationships that support innovation, continuous improvement and effective stewardship of technology and information assets.

KEY ACCOUNTABILTIES OF THE POSITION

1. Lead and develop a high-performing, service-oriented Information Technology and Digital Services function, fostering a culture of collaboration, accountability, innovation, continuous improvement and organisational change that strengthens capability across the university.
2. Provide strategic and operational leadership of the university's information, data, digital and technology capabilities, ensuring they enable the successful delivery of the University's Strategic Plan and Strategic Investment Plan and long-term institutional priorities.
3. Lead the development, implementation and continuous evolution of the University's information, data and digital strategy, technology roadmap and enterprise architecture, ensuring technology investments deliver measurable institutional value and support sustainable growth.
4. Ensure the delivery of secure, reliable and contemporary technology infrastructure, enterprise applications and digital services that support excellence in learning and teaching, research, student success and professional operations.
5. Provide enterprise leadership for information and data governance, ensuring the University's information assets are effectively governed, trusted, secure, accessible and leveraged to support evidence-informed decision making, regulatory compliance and institutional performance.
6. Lead the university's cyber security capability, technology risk management and information security framework, ensuring appropriate governance, monitoring, resilience and response capabilities protect the university's people, information and digital assets.
7. Drive digital transformation and technology-enabled change by identifying, evaluating and implementing emerging technologies, including artificial intelligence and automation, that enhance organisational capability, service delivery and the experience of students, staff and researchers.
8. Lead the planning, prioritisation, and delivery of the technology function, ensuring initiatives are governed through the Enterprise Portfolio Management Office framework, and delivered in accordance with agreed priorities, benefits and governance requirements.
9. Build and maintain strategic partnerships across the University and with external organisations, ensuring information, data and technology services respond to institutional priorities, support major capital initiatives and enable collaborative innovation.

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10. Establish and maintain effective technology and data governance, policies, standards and performance frameworks that ensure compliance, maximise institutional value and promote effective stewardship of university resources.
11. Provide sound financial stewardship of the University's technology portfolio through effective planning, budgeting, procurement, vendor management and investment oversight to ensure resources are optimised and aligned with strategic priorities.
12. Provide authoritative strategic advice, reporting and recommendations to the Chief Operating Officer, University Executive, University committees and other governance bodies on information, data, digital capability, cyber security, technology risk, investment priorities and emerging opportunities.
13. Contribute to a positive and safe work environment for yourself and others by modelling and promoting conduct that is culturally capable, inclusive, respectful and ethical, and by acting as an active bystander, speaking up and taking appropriate action when behaviours do not align with these values.
14. In accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

POSITION-SPECIFIC REQUIREMENTS

It is a condition of employment for this position that you are able to meet the following requirements.

- You may be required to provide periodic evidence of immunisation against communicable diseases.
- Hold a valid Driver Licence, and demonstrate the ability and willingness to travel between university campuses, sites and institutes as required.
- Willingness to work outside normal business hours and/or participate in an on-call roster, including during the University's end-of-year close-down period, where required to ensure the availability of critical systems and services.

SELECTION CRITERIA

The appointee should possess the following qualifications, skills, abilities and experience:

1. Relevant postgraduate qualifications in information technology, computer science, information management, business, management or a related discipline, together with substantial senior leadership experience in complex, multi-stakeholder organisations.
2. Outstanding people leadership, with a proven record of building and uniting high-performing multidisciplinary teams, strengthening organisational culture and capability, and successfully leading people through periods of change and transformation.
3. Demonstrated success leading the delivery of secure, reliable and customer-focused technology services, infrastructure and enterprise applications within a large, complex organisation with diverse stakeholders.
4. Demonstrated experience establishing and leading enterprise information and data governance practices that ensure information assets are trusted, secure, accessible and effectively leveraged to support organisational performance, regulatory compliance and evidence-informed decision making.
5. Demonstrated understanding and practical application of contemporary and emerging technologies, including cloud platforms, cyber security, artificial intelligence, automation, data and analytics, and their use in improving organisational capability, service delivery and decision making.
6. Demonstrated experience leading cyber security, technology risk and information security practices within a complex organisational environment.
7. Demonstrated experience operating within enterprise governance and portfolio management frameworks, with the ability to prioritise technology investment, manage competing organisational priorities and deliver measurable value.

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8. Demonstrated financial stewardship, including strategic planning, budgeting, investment prioritisation, procurement, vendor management and the evaluation of technology investment and business outcomes.
9. Highly developed strategic thinking, analytical, communication and stakeholder engagement skills, including the ability to influence, negotiate and provide authoritative advice to executive leaders, governance bodies and diverse stakeholder groups.
10. Demonstrated commitment to enhancing the student, staff and researcher experience through contemporary information, data and digital capabilities.
11. Demonstrated knowledge of the Australian higher education sector, including its strategic opportunities, regulatory environment and emerging challenges, or the demonstrated ability to rapidly acquire such knowledge.

Desirable

12. Experience working within a university environment and an understanding of the operational, cultural and strategic dynamics of contemporary higher education institutions.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

It is expected that applicants can demonstrate they can operate at the level of responsibility for the key SFIA skills defined below:

SFIA Level	Level Definition	SFIA Skills
7	Set strategy, inspire, mobilise	None
6	Initiate, influence	None
5	Ensure, Advise	None
4	Enable	
3	Apply	Methods & Tools (METL); Problem Management (PBMG);
2	Assist	Continuity Management (COPL); Knowledge Management (KNOW); Application Support (ASUP); Service Level Management (SLMO); Incident Management (USUP); Configuration Management (CFMG); Change Control (CHMG); Asset Management (ASMG); Customer Service Support (CSMG) Security Operations (SCAD); Supplier Management (SUPP)
1	Follow	Systems Installation & Removal (HSIN)

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CAPABILITY FRAMEWORK

UniSC has a framework that outlines the core capabilities for being a valued contributor towards our vision to create a better tomorrow. The capabilities apply to all employees and underpin our people practices from recruitment and onboarding to performance, development and career progression.

The Capability Framework aligns with our strategy and values, highlighting the behaviours and skills that bring us together, working towards collective goals and the kind of community we aspire to be in an ever-evolving environment.

The framework recognises that not all roles are equal, and therefore neither are the levels of competency required to be demonstrated in them.

Further information on the framework and the defined levels of leadership competency will be provided upon commencement.

UniSC Capability framework

Collaboration catalysts	Striving for better	Insight seekers	Future focused
Team working	Developing expertise	Interpreting data	Embracing change
Understanding people	Inviting feedback	Examining information	Generating ideas
Empowering individuals	Upholding standards	Providing insights	Developing strategies

About this document

This Position Description outlines the scope, objectives, key accountabilities, required qualifications, licenses, skills, experience and desired behaviours required to successfully perform the role.

This document is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role or to meet the changing operational needs of the University.

UniSC is committed to fostering a work and study environment that values diversity and enables equitable access, inclusion and full participation for all.

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