



ACT
Government
Digital Canberra

POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P23923

Division: Customer, Data and Technology

Classification: Senior Officer Grade B

Business Unit: Data, AI and Digital Records

Location: Gungahlin, with flexible working arrangements

Position Title: Director, Digital Records Systems and Strategy

Last Reviewed: July 2026

Position Requirements: The successful applicant must be an Australian citizen and possess or acquire and maintain an Australian Government Security Vetting Agency (AGSVA) security clearance at the Negative Vetting 1 (NV1) level as an eligibility qualification. If AGSVA screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

The **Customer, Data and Technology Group** enables a modern, digitally empowered ACT Government. By delivering shared services that are efficient, secure, AI-enabled, and customer-focused the group helps ensure that citizens and businesses benefit from responsive, transparent, and innovative public administration.

The group has a wide range of strategy, policy and operational responsibilities across ACT Government including:

- management of Information Communications Technology services,
- service integration and management
- program and project management
- cyber security, risk and governance
- strategic asset management
- data and artificial intelligence (AI) including digital records and national partnerships.

BUSINESS UNIT OVERVIEW

The ACT Data, AI and Digital Records Branch (DAIDR) leads whole-of-government efforts to maximise the value of data and digital information across the ACT Public Service. It oversees the strategic direction, governance, and operational management of critical systems such as the ACT's data lake, open data portal and EDRMS (Electronic Digital Records Management Systems), while driving safe and effective use of data and AI through policy, capability building, and cross-sector collaboration. DAIDR plays a pivotal role in shaping data and information management, and AI maturity across the jurisdiction, supporting transparency and efficient, secure flows of data and information within the Jurisdiction, leading national data integration priorities, and fostering a culture of safe data sharing.

TEAM OVERVIEW

The Digital Records Systems and Strategy (DRSS) team is responsible for strategically aligning and managing the ACT's approved digital recordkeeping systems (currently Objective and Content Manager). The team ensures value for money, sets the strategic direction and policy in relation to EDRMS and contributes to broader strategic direction for digital information management in the jurisdiction.

POSITION OVERVIEW

The Director leads the strategic planning, governance, delivery and continuous improvement of whole-of-government EDRMS and associated digital information management capabilities.

The role provides leadership for the development and implementation of enterprise information management strategies, policies, standards and governance frameworks that support the effective creation, management, use, storage and disposal of government information assets.

The Director leads a specialist team responsible for the end-to-end lifecycle management of enterprise EDRMS platforms, integrators and file sharing platforms, and related technologies, ensuring systems are appropriately procured to meet user needs and compliance requirements; contracts are robustly managed to deliver value for money; systems are highly available, remain secure, compliant, reliable and aligned with business and government priorities; and the unit has robust financial management in place to ensure financial sustainability.

The role works closely with directorates, executive stakeholders, technology partners, vendors and other service providers to drive digital transformation and improve information management maturity across government.

WHAT YOU WILL DO

Under the broad direction of the Executive Branch Manager, Data AI and Digital Records Branch you will deliver the following functions:

Strategic Leadership

1. Develop and implement whole-of-government digital information management strategies.
2. Lead the development of policies, standards, frameworks and roadmaps that support contemporary digital information governance practices.
3. Provide expert advice to senior executives on digital information management, digital records governance, compliance and digital transformation initiatives.
4. Identify emerging technologies, trends and opportunities to enhance government digital information management capabilities.

EDRMS Platform Management

1. Lead the strategic and operational management of enterprise EDRMS platforms and associated information management technologies, including financial management of large budgets and resource planning.
2. Develop platform roadmaps, upgrade strategies and continuous improvement programs.
3. Ensure platform performance, availability, security and compliance requirements are achieved.
4. Oversee the planning and delivery of major system enhancements, upgrades and migrations.

Service Delivery and Operations

1. Manage the delivery of enterprise information management services to directorates and agencies.
2. Establish and monitor service standards, performance measures and service improvement initiatives.
3. Oversee incident, problem and change management activities relating to EDRMS services.
4. Ensure operational risks are identified and appropriately managed.

Procurement and Vendor Management

1. Lead high value procurement activities for EDRMS platforms and related software, support services and associated technologies.
2. Manage commercial relationships with vendors, implementation partners and managed service providers.
3. Lead the management of high value contracts including contractual performance, service levels, compliance obligations and value-for-money outcomes.
4. Support business case development, investment planning and procurement governance processes.

Information Governance and Compliance

1. Ensure digital information management practices comply with legislative, regulatory and policy requirements.
2. Lead whole-of-government digital records management governance initiatives.
3. Support audit activities and respond to compliance reviews and recommendations.

4. Promote best-practice digital information management and records governance across government.

Stakeholder Engagement

1. Build and maintain effective relationships with executives, business leaders, ICT teams, governance bodies and external stakeholders. Chair and/ or support relevant whole-of-Government governance committees.
2. Lead consultation and engagement activities to understand business needs and drive adoption of enterprise information management capabilities.
3. Represent Digital Canberra in jurisdictional, cross-jurisdictional and industry forums.

People Leadership

1. Lead and develop a high-performing specialist team working across system administration and governance, project delivery, user training and engagement.
2. Foster a culture of collaboration, innovation, accountability and continuous improvement.
3. Manage workforce planning, capability development, performance management and succession planning activities.
4. Build cultural capability and foster cultural safety in the team, contributing to the broader branch culture.
5. Promote a safe, inclusive and respectful workplace consistent with ACT Public Service values.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

1. Demonstrated experience working in or leading technical systems administration teams within government or highly regulated environments, to deliver enterprise systems in large, complex organisations. Understanding of EDRMS capabilities and the principles of records management best practice is advantageous, as are relevant qualifications or training.
2. Proven project management experience in delivering complex, strategic projects with numerous internal and external stakeholders. A track record of successfully leading strategic business changes, incorporating a significant element of behavioural and cultural change.
3. Demonstrated communication, negotiation and representational skills, and experience working with executives and other stakeholders including at industry/ national level. Advanced analytical thinking skills and strong judgement to facilitate understanding of complex issues.
4. Demonstrated enterprise management skills and experience, including strategic planning, operational oversight, workforce planning and management, priority and deliverable management, and preparation of relevant documentation.
5. Demonstrated financial management capability in overseeing budgets, applying sound financial governance, analysing expenditure trends, and identifying efficiency opportunities to optimise services and deliver value for money outcomes.

6. Demonstrated commercial and vendor management skills, with experience in procurement, contract management and vendor relationship management. Strong commercial acumen and ability to manage large-scale technology investments.
7. People management and leadership, with a track record of setting strategic vision, and developing high performing, engaged and diverse teams, with a strong focus on cultural capabilities and creating culturally safe environments.
8. Demonstrated ability to work in very fast-paced, technology environments, adaptability to changing circumstances and successful prioritisation to meet critical demands.
9. Awareness of technical and market trends to advise and guide business outcomes.

Compliance Requirements

1. Australian citizenship and an AGSVA-issued negative vetting 1 (NV1) clearance or the ability to obtain one.
2. This position does not require a pre-employment medical
3. This position does not require a Working with Vulnerable People Check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that Digital Canberra is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally

Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
On call or Overtime Work	Occasionally