POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: 38488

Division: Digital Health Group

Classification: Senior Officer Grade B

Business Unit: Technology Operations Branch

Location: Hybrid working arrangements (2-6 Bowes St, Phillip and work from home)

Position Title: Director, ICT Contract Management

Last Reviewed: 27 October 2026

Position Requirements:

Note: The position requires the successful applicant to be an Australian citizen and possess, or acquire and maintain, a security clearance at the *AGSVA Negative Vetting 1 (NV1)* level as an eligibility qualification for the position. If 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

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the Digital Health Strategy
- management of technology services and projects
- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures
- information management
- protective security.

BUSINESS UNIT OVERVIEW

Technology Operations

The Technology Operations Branch is responsible for the delivery and operation of technology services to Canberra Health Services and Health and Community Services Directorate, our patients, stakeholders, and partners. We are also together with outsourced service providers responsible for managing, the Health Enclave which hosts digital health systems in the ACT. Our services cater to all types of health-related technology including patient monitoring equipment, clinical business applications and critical communications and infrastructure.

POSITION OVERVIEW

The Director, ICT Contract Management role operates within the Digital Services Improvement Hub and is jointly responsible for providing support in the negotiation and ongoing management of large ICT contracts for critical and clinical systems.

The role has the responsibility for the provision of high-level contract management for the Digital Health Group, monthly reporting with contract spending overview and forecasts, contract renewal forward-plan, contract issues, risks, and non-compliance reports.

The Director, Contract Management is responsible for providing commercial advice and providing contract management services.

The role involves working collaboratively with other procurement and contract management specialists within Digital Canberra and ACT Government. The incumbent will provide a proactive, consistent, and responsive approach to achieving value for money from third party spend to drive greater supplier performance.

To be successful in this position, it is expected that the successful candidate will have the following attributes:

- strong organisational skills with a high degree of drive and personal responsibility for getting the job done.
- adaptability and flexibility to accommodate change and provide responsive services to meet client's needs.

WHAT YOU WILL DO

The Director, ICT Contract Management will:

1. Lead the strategic and operational management of ICT contracts across the Digital Health Group, ensuring effective contract establishment, administration, governance, reporting and forward planning throughout the contract lifecycle.
2. Provide high-level commercial, procurement and contract management advice on complex and sensitive matters, including contract development, negotiation, variations, renewals and service specifications, to support sound decision-making and value for money.
3. Oversee supplier performance and contractual compliance, including monitoring deliverables, service levels, Key Performance Indicators, risks, issues and non-compliance, and working with stakeholders and suppliers to address performance concerns and improve outcomes.
4. Build effective partnerships across Digital Health Group, Digital Canberra, ACT Government and external suppliers, providing proactive advice, consultation and reporting to ensure contracted services remain aligned with business requirements and can adapt to changing operational needs.
5. Work with a high degree of autonomy under broad direction to lead and continuously improve the ICT contract management function, exercising sound judgement to resolve complex issues, drive improved commercial and supplier outcomes, and undertake other duties appropriate to the classification.
6. This position may directly supervise up to two Contract Management team members and works collaboratively with the team's other Director, ICT Contract Management.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to provide high level strategic leadership and advice on procurement and contract management within government, preferably as it applies to health.
2. Proven experience in applying technical expertise, strategic thinking, and decision-making in leading complex contract negotiations with external providers on behalf of a large diverse service industry organisation.
3. Proven track record in improving organisational financial performance through the rationalisation and standardisation of contracts, management of contractor performance, favourable renegotiation of contract terms or the identification of revenue opportunities.

Behavioural Capabilities

4. Self-management, demonstrating the ability to deliver agreed outcomes by taking initiative, managing resources, and setting clear direction and providing guidance for the management of procurement processes and contract management driving systems improvements and organisational change.
5. Excellent interpersonal and communication skills including substantial experience in leading negotiations and writing complex reports, business cases and briefings combined with advanced computer skills.

6. Demonstrates a commitment to work health and safety, including physical and psychological wellbeing, and behaves consistently with the ACTPS values of Respect, Integrity, Collaboration and Innovation and their associated signature behaviours.

Compliance Requirements

1. Relevant tertiary qualifications in contract management, law, project management or commerce, or extensive relevant experience in procurement and contract management are highly desirable.
2. The position requires the successful applicant to be an Australian citizen and possess, or acquire and maintain, a security clearance at the AGSVA Negative Vetting 1 (NV1) level.
3. This position does not require a pre-employment medical.
4. This position does not require a Working with Vulnerable People Check.