UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Chief Information and Digital Officer
Classification/Level under the Enterprise Agreement (if applicable)	Level 10
Management Level	Executive
Faculty / Portfolio	Vice President, Operations
School / Division	Digital Services
Main Location(s)	Wollongong Campus
Delegations *(if applicable)*	This position may carry delegations in accordance with the UOW Delegations of Authority as amended from time to time.

Primary Purpose of the Position

The Chief Information and Digital Officer (CIDO) leads the University of Wollongong's (UOW) Digital Services Division and is accountable for shaping and advancing the University's digital, data, artificial intelligence and technology strategy. Reporting to the Vice-President (Operations), the CIDO leads approximately 110 FTE and is accountable for secure, reliable and resilient technology services that enable teaching, learning, research and operations across UOW.

The CIDO will lead a significant multi-year transformation of UOW's digital foundations, operating model and enterprise platforms, while articulating a compelling future direction and establishing the capabilities required to support the University's future teaching, research and service ambitions. Working in partnership with academic and professional leaders, the CIDO will influence institutional strategy, align investment with UOW's Strategic and Operational Plans, establish transparent enterprise-wide priorities and deliver the Digital Roadmap and other high-impact initiatives.

The CIDO will position Digital Services as a trusted partner that combines disciplined delivery with operational excellence. The role is accountable for enterprise architecture, cyber security and technology risk, service performance, responsible adoption of AI and emerging technologies, and measurable benefits from technology investment. The CIDO is expected to provide a stable, service-focused operational environment that meets agreed service level commitments, supports transparency in performance and investment, and is underpinned by a robust and proactive technology risk regime.

A central priority for the CIDO will be to unite Digital Services as a high-performing and service-oriented division, strengthening leadership capability, culture, engagement and shared accountability and leading people through significant organisational and technology change.

Success will be underpinned by three core leadership principles: transparency in decision-making and communication; partnership through collaboration and co-design; and disciplined service delivery that translates strategy into measurable organisational outcomes.

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Position Environment

Digital Services (DS) is the University's central information management and technology service provider for core infrastructure and services and is responsible for the development and management of information and communications technology resources in response to research, teaching and corporate requirements.

Digital Services has approximately 110 FTE, supporting students and staff across UOW's campuses and international locations. The Division is currently delivering the Digital Roadmap (2025 – 2030) which outlines a significant pipeline of technology initiatives and investments over the next five years.

Major Responsibilities

RESPONSIBILITIES

1. Digital, Information and AI Strategy & Enterprise Architecture

- Lead the co-development of UOW's digital and information strategy in partnership with faculties, divisions, and senior executives, ensuring technology initiatives directly enable academic, research and operational priorities.
- Establish a transparent, enterprise-wide planning and prioritisation framework that provides clear visibility of technology priorities, trade-offs and progress.
- Define and drive an integrated roadmap for digital platforms, systems, data, AI capability and enterprise architecture to deliver sustained capability uplift, responsible adoption and future-ready outcomes, creating a simpler and more connected digital environment for students, staff and researchers.
- Champion technology as a strategic enabler, supporting stakeholders to understand opportunities, feasibility, impacts and value of digital change.
- Lead the University's approach to AI governance, capability and adoption, including policy, risk assessment, assurance and responsible-use standards, and enable secure and equitable access to AI capability for students, staff and researchers, working with the Provost and academic leaders on assessment integrity, teaching practice and research use.
- Lead the digital experience of students and staff, ensuring platforms and services across the student lifecycle and the staff experience are simple, accessible and well-integrated.

2. Service Delivery, Platforms and Operational Excellence

- Ensure the Division delivers reliable, secure and high-quality services through disciplined service management, transparent performance reporting and continuous improvement.
- Oversee the full lifecycle management of enterprise applications, infrastructure, cloud platforms and hybrid data centre environments to ensure stability, scalability and resilience.
- Ensure disaster recovery and business continuity capabilities are robust, current, tested and well communicated.
- Partner with the senior executive responsible for research to provide research computing, data and digital infrastructure, including connection to national research infrastructure and sector partners.

3. Program, Project and Investment Governance

- Establish and maintain clear, consistent program and project governance that enables predictable delivery, shared accountability and informed decision-making.
- Establish and enforce enterprise-wide technology, architecture, cyber security and data standards, and provide assurance over significant technology investments and technology-enabled change across UOW.
- Lead high-impact and high-risk digital and technology programs with a focus on measurable outcomes, realised benefits and organisational value.
- Ensure transparency around scope, timelines, risks, costs and benefits of major initiatives, enabling effective executive and university-wide oversight.

4. Data, Analytics and Evidence-Based Decision Making

- Lead enterprise data governance, information management and analytics capabilities to support trusted data use, institutional insight and AI-ready platforms.
- Partner with academic governance, institutional research and analytics teams to enable data-driven decision-making across the University.

5. Cyber Security, Risk and Technology Assurance

- Maintain a transparent and proactive approach to technology risk, ensuring stakeholders understand key risks, mitigations and impacts.
- Oversee UOW's information security strategy, ensuring policies, standards and controls are fit-for-purpose, regularly reviewed and aligned with sector best practice.
- Ensure compliance readiness with relevant frameworks and standards, including ACSC Essential Eight maturity targets, ISO/IEC 27001 and TEQSA digital integrity expectations.

6. Financial Stewardship and Resource Optimisation

- Provide strong financial leadership for the Division, managing operating and capital budgets with clear visibility of investment decisions, cost drivers and value realisation.
- Establish robust demand-management, prioritisation and cost-recovery frameworks to support transparent allocation of ICT resources within the Division's approved operating and capital budgets.

7. Vendor, Partner and Sector Engagement

- Partner with Procurement and business owners to lead strategic sourcing and supplier selection that delivers value, capability uplift and long-term sustainability.
- Build and maintain strong, trust-based relationships with external delivery partners, platform providers and hosting vendors.
- Implement supplier performance and accountability frameworks that drive quality, security, cost effectiveness and continuous improvement.
- Represent UOW in relevant sector and collaborative forums (e.g. CAUDIT, Australian Access Federation) to strengthen peer networks and innovation.

8. People Leadership, Capability and Culture

- Build and lead a high-performing leadership team that models partnership, service orientation, accountability and transparent communication and inspires people through significant change
- Identify current and future capability needs across the Division, providing coaching, mentoring and structured development to support UOW's evolving digital landscape.
- Foster a culture of collaboration, customer focus, innovation and continuous improvement across the Division.
- Champion digital literacy, adoption of new technologies and responsible innovation across the University. building organisational confidence and capability to realise value from AI and emerging technologies.
- Model leadership through transparency, partnership and delivery, creating an environment of trust, accountability and high performance.
- Establish clear expectations and accountabilities that enable teams to deliver on commitments while maintaining strong stakeholder relationships.

9. Sustainability, Ethics and Responsible Digital Practice

- Promote sustainability and responsible digital practice by embedding energy-efficient computing, environmentally responsible ICT procurement, accessibility and ethical technology use into operations and decision-making.

10. Engagement, Communication and University Values

- Provide strategic advice and communicate openly and regularly with the Vice-Chancellor, University Executive Board, Council and its relevant committees, staff and stakeholders on digital strategy, investment, technology and cyber risk, AI governance, priorities and progress. The form and frequency of this engagement will be determined through the University's governance arrangements.
- Foster a culture of transparency through open communication, visible decision-making processes and regular reporting on technology performance, investment outcomes and organisational priorities.
- Build strategic partnerships across faculties, divisions and controlled entities, promoting co-design, shared ownership and collective accountability for successful outcomes.
- Drive a delivery-focused culture across Digital Services, ensuring commitments are translated into measurable outcomes that deliver value to students, staff, researchers and the broader University community
- Act in accordance with University policies as amended from time to time, the Values in Action Framework of *Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity,* and our commitment to Equity, Diversity and Inclusion.
- Provide line management and supervision, communicate and consult with staff on workplace matters.
- WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - https://www.uow.edu.au/about/services/safe-at-work/whs-framework/

Reporting Relationships and Other Key Contacts

Position reports to	Vice President, Operations
Positions supervised by this position	Associate Director, Digital Services (Education, Provost and Faculties) Associate Director, Digital Services (Global and Research) Associate Director, Enterprise Technology Operations Associate Director, Digital Delivery Associate Director, Cyber Security Administrative Officer
Other key contacts and stakeholders	UOW Senior Executive, UOW Leadership Team, UOW Executive Board, UOW Council, Council committees Executive Director, Shared Services Chief People & Culture Officer Chief Financial Officer Chief Legal & Assurance Officer, Secretary to Council Executive Director, Transformation Management Office Director, ePMO Executive Director, Infrastructure and Property

Selection Criteria

- A relevant tertiary qualification in information technology, business or a related discipline and equivalent senior management experience; postgraduate qualifications are highly desirable.
- Extensive professional experience in senior leadership roles within enterprise information management and technology environments in a large, complex and highly regulated organisation. Experience in higher education, or a comparable research-and service-intensive environment, is highly regarded.
- Demonstrated ability to craft, communicate and deliver a compelling digital, data and AI vision, influence institutional strategy and inspire people through large-scale organisational and technology change.
- Demonstrated success leading complex, large-scale technology transformation using contemporary delivery and operating models, including effective program governance and product- or platform-based approaches that deliver measurable organisational outcome
- Deep understanding of industry's best practices across enterprise applications, infrastructure, cybersecurity, data and AI governance, and enterprise architecture, with the ability to translate emerging opportunities into responsible enterprise-wide capability uplift
- Demonstrated leadership of cyber security and technology risk in a regulated environment, including accountability for maturity uplift against recognised frameworks (e.g. ACSC Essential Eight, ISO/IEC 27001) and reporting on cyber risk to executive and board-level committees.
- Exceptional ability to collaborate across a complex organisation and build trusted relationships with academic and professional leaders, senior executives, Council and governance committees, using influence, co-design and transparent decision-making to align priorities and investment.
- Proven executive leadership of high-performing, service-oriented teams through transparency, partnership and delivery, and management of significant operating and capital technology budgets, balancing strategic ambition, operational excellence, service reliability, innovation, financial stewardship and continuous improvement.
- Experience establishing transparent governance frameworks that support accountability, prioritisation, and informed decision-making.

Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.
- This position is subject to a National Criminal Check.
- This position requires the position holder to hold and maintain a valid, current Australian Drivers Licence
- Restriction on leave during peak periods may apply.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the WHS Framework.
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the WHS Framework.

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	4 November 2026
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	4 November 2029