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THE FUTURE

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Chief Information Officer QTAC

Success Profile | December 2024

Introduction

Thank you for your interest in the **Chief Information Officer** selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of **QTAC**. This briefing pack provides you with information regarding the organisation, the role and requirements.

Once you have reviewed this material, and if you haven't already, please visit <https://www.ontalent.com.au/qtaccio/> for details on how to apply.

I look forward to working with you through this process and invite you to contact me directly at anytime on 07 3305 5800.



Celia Jones
Senior Client Partner, Not-for-Profit &
Government Recruitment
OnTalent

About Us

QTAC has established a standard of operational excellence for providing equitable and accurate assessments for tertiary admission, which since 1975, has earned us a reputation for delivering exceptional service to our applicants and institutional stakeholders. Like the partners, institutions and community groups we work with, we believe that success comes from empowering individuals to make informed decisions that lead to lifelong learning and personal growth.

Our commitment to meeting the changing needs of our customers drives us to stay ahead of the evolving tertiary education landscape by exploring innovative solutions.

As a forward-thinking organisation, QTAC always seeks and engages in additional commercial opportunities Australia-wide, to ensure that individuals can make transformative decisions that shape their future. Over the last few years these opportunities have included the facilitation of the Rural and Regional Scholarship Program and the delivery of the highly successful Defence Industry Internship Program.

QTAC takes pride in delivering timely and transformative services to our customers, bridging the gap between their potential and the diverse opportunities available.

Our vision is to connect people with opportunities in a future of unimagined possibilities.

Our mission is to connect people with organisations that offer professional and personal learning opportunities, helping them thrive in an ever-changing environment.



Our Values

Passion

Passion is at the heart of everything we do. We are passionate about our work, our customers, our institutions and our commitment to excellence. We lead with enthusiasm and purpose, driven to make a difference. We enjoy what we do and take pride in the quality of our work.

People

People are our most important asset, we put people at the centre of everything we do. We value diversity, equity, and inclusion and believe in creating an inclusive and supportive work environment that fosters collaboration and innovation.

Adaptability

Adaptability is key to our ongoing success. We understand that the education landscape is constantly evolving, and we must be agile and adaptable to thrive in this environment. We embrace change, challenge the status quo, and seek to quickly innovate ways to improve our products and services. We are ready and equipped to help people and organisations thrive in an ever-changing environment. We embrace change by staying agile.

Integrity

Integrity is the foundation of our business. We believe in doing the right thing, even when it's hard, and in being transparent and honest in all our interactions. We hold ourselves accountable to the highest ethical standards and strive to build trust and credibility with our customers, partners, and employees.



Organisational Environment

The Queensland Tertiary Admissions Centre Limited (QTAC) is a not-for-profit, public company limited by guarantee that was incorporated in 1990 by the six state universities that existed in Queensland at that time.

QTAC's role is to provide and operate an equitable, centralised tertiary entrance system on behalf of members and participating institutions, and to provide comprehensive information for prospective applicants.

Each year QTAC:

- processes over 60,000 applications, adhering to admission policies and ensuring complete accuracy and transparency, and
- makes offers in over 1,600 undergraduate courses for 17 tertiary institution partners in Queensland and Northern NSW.

QTAC focuses on connecting people with opportunities and is driven by its charitable purpose of enabling greater participation in education by minimising the financial barriers to applying for tertiary study. Through innovative programs, technology and solutions, QTAC has been expanding the breadth of its services.

QTAC currently has seven member organisations (being Queensland universities) and serves a further 10 non-member organisations.

QTAC funding is primarily sourced via member contributions, Federal Government funding and money received via QTAC applicants.



Leadership

Thanks to the experience and vision of our team, we've been introducing innovative programs, technology and solutions and expanding the breadth of our services. This diversification is helping drive more revenue towards our purpose of making opportunities more accessible.

With a governing Board comprising representatives from 7 Queensland Universities, the Board is responsible for determining QTAC's strategies for operations, and future development and oversees risks and regulatory activities which are actioned through the business by our exceptional leadership team.

Chris Veraa

Interim Chief Executive Officer

Qualifications: Master of Business Administration, Bachelor of Communications, Graduate of the Australian Institute of Company Directors

Driven by QTAC's mission to connect individuals from diverse backgrounds to educational and career opportunities, Chris is passionate about the organisation's critical role in serving the people of Queensland. As Interim CEO, he leads QTAC's day-to-day operations, guiding the implementation of the company's strategic direction, enhancing customer and client experiences, and fostering a positive workplace environment. His responsibilities include leadership of the company, executive decision-making, board liaison, external stakeholder relations, and strategic planning and implementation.

Under Chris's leadership, QTAC is committed to continuous improvement. He collaborates closely with the executive and senior leadership teams to review existing business processes, identify inefficiencies, and work towards more streamlined outcomes for both staff and customers. His dedication to the organisation's success is evident in his mission to achieve improved customer outcomes and ensure QTAC's long-term sustainability in the evolving tertiary education landscape.

Chris' integrity, communication skills, approachability, and commitment to customer experience are well-regarded, with his expertise lying in strategic development and managing change.

Leadership

Lisa Silver

Chief Operating Officer and Company Secretary

Qualifications: Bachelor of Commerce, Bachelor of Business Management, Certified Public Accountant (CPA), Member of the Australian Human Resources Institute (MAHRI)

Lisa joined QTAC's executive in 2021, bringing over 15 years' experience in senior leadership roles across a diverse range of industries and organisations in private, public and not-for-profit sectors.

As COO and Company Secretary, Lisa leads the Corporate Services division drawing on both her financial and human resources backgrounds.

Lisa was drawn to QTAC because the organisation's purpose aligns with her personal values. Building on the company's strong history of connecting people with opportunities and enabling access to education, Lisa is driving initiatives to:

- invest in staff by implementing professional and personal development programs, cross-discipline opportunities, and career maps
- develop a long-term finance strategy including revenue diversification opportunities in line with QTAC's objective to remove financial barriers to study
- champion good corporate governance and mitigate reputational risk, and
- promote innovation to meet the changing trends in the higher education sector.

Lisa is known for her ability to build strong and trusted relationships, identifying individuals' strengths and uniting teams towards a common goal.

Leadership

Christopher Jack

Chief Experience Officer

Qualifications: Bachelor of Applied Management

Chris is a highly skilled and insightful leader with a demonstrated talent for understanding how all aspects of an organisation fit together to influence the customer experience.

Christopher Jack, Chief Experience Officer, commenced at QTAC in 2013. Previously a contact centre manager for the Queensland Government, Chris was responsible for staffing, training, recognition and program development for over 300 staff. Chris has extensive experience in steering operational change that equates to tactful outcomes to directly impact revenue-driving operations. Chris brings to QTAC management techniques that influence, and drive customer experience outcomes through leadership motivation, coaching and day-to-day service operations, national cohesion, and leadership to deliver quality customer service experience for all of QTAC.

With prior experience in leadership roles at large organisations including RACQ in Brisbane, Queensland, Chris has a demonstrated talent for understanding how all aspects of an organisation fit together to influence a positive customer experience.

Underpinning his passion for people, Chris leads four Customer Experience management teams to operate effectively and efficiently through QTAC's values with a focus on Excellence in Service, Innovation in Engagement (through purpose, people and platforms), Greater Connectivity and Customer Relevance in strategy.

Key Role Information

Title	Chief Information Officer
Section	Information Technology Services
Reports to	Chief Executive Officer
Direct Reports	Software Development Manager QA Manager Infrastructure Manager Product Manager Data & Analytics Manager Software Solutions Architect Senior Software Engineer (R&D)
Key Customers	Chief Officers Section Managers QTAC Staff Institutions Applicants
Type of Employment	Full Time – Fixed Term 3 Years
Classification Level	Executive

Key Role Information

Position Summary

The Chief Information Officer (CIO) plays a critical leadership role in aligning QTAC's technology strategy with its business goals, particularly in a time of rapid change and technological challenges. This role is pivotal in addressing immediate IT concerns while fostering a culture of continuous improvement and innovation. The CIO will drive the development and optimisation of hardware, software, networks, and systems to ensure seamless support for business operations. A key responsibility is to implement agile processes and policies that allow the organisation to adapt to technological advances and overcome current and future challenges. Moreover, the CIO will lead with a client-first mindset, ensuring that our customers' needs are deeply understood and integrated into a comprehensive IT service management strategy that prioritises responsiveness, quality, and customer satisfaction.

Key Accountabilities & Responsibilities

Leadership

- Work with other Executive Team members to achieve QTAC’s strategic plan and operational objectives.
- Oversee the management of section resources and ensure key activities are completed and all timelines are met.
- Establish key priorities and performance goals and provide ongoing feedback and learning and development opportunities for reporting staff.

Strategy

- Contribute to the development of QTAC’s strategic goals and objectives.
- Develop the Section’s strategic vision in line with the strategic vision of the company.
- Oversee the implementation of short- and long-term operational strategies to achieve the company’s strategic vision.

IT Support

- Provide expert advice to CEO and Executive about IT operations, system capabilities and future enhancements and requirements.
- Ensure the delivery of document standards, policies, procedures, and processes that support consistent and reliable system design and architecture, software development, testing, release management, handover, documentation, and post-implementation support activities.
- Ensure compliance with these standards.
- Ensure documentation of IT policies and procedures, system guidelines, technical specifications and quality assurance processes.

Key Role Information

Key Accountabilities & Responsibilities

Reporting	<ul style="list-style-type: none"> Develop and manage the section budget and provide information for forecasts.
Finance	<ul style="list-style-type: none"> Actively seek opportunities for responsible cost management to ensure financial sustainability.
Development	<ul style="list-style-type: none"> Ensure risk mitigation strategies, contingency plans and disaster recovery processes are in place to meet all deadlines and ensure service provision. Coordinate with vendors on outsourced projects.
Innovation	<ul style="list-style-type: none"> Ensure the Section’s operations are undergoing ongoing review and improvements are being implemented to enhance service provision. Foster networks and partnerships outside the organisation and stay abreast of new ideas and changing trends in the educational sector. Undertake ongoing review of section operations and identify areas for improvement. Plan and implement enhancements to ensure that IT systems and processes will meet QTAC’s changing needs.
Key Selection Criteria	<ul style="list-style-type: none"> Executive-level experience or significant senior management experience. Leadership skills including the ability to motivate and inspire a team. A positive attitude and customer-centric approach. Experience in overseeing software development and procedures using agile development methods, cloud-centric environments (AWS / Google Cloud / Microsoft Azure), distributed client/server systems using SOA or microservices. Experience in Dev Ops including continuous integration, continuous delivery, automated testing. Experience using Object Relational Mappings (ORM) technologies and software development methodologies (Waterfall, Agile). Experience in micro services, SOA and client server applications. Experience with policy and process development and implementation, resource management and change management processes.

Key Role Information

Key Selection Criteria Continued

- Ability to communicate in a structured, coherent and open manner with a range of stakeholders from both technical and non-technical backgrounds.
- Proven ability to build a positive, innovative, supportive and customer focused team and to enhance the capability and skills of a diverse team.
- Experience in IT security methodologies and knowledge of cybersecurity best practices.
- Experience migrating legacy systems.
- Ability to manage multiple competing work priorities while ensuring work produced is of a high quality, addresses the needs of stakeholders and will meet future business needs.
- Ability to devise, document and implement policies and processes to standardise work processes and ensure high quality outcomes.
- Ability to identify opportunities for improvement and to develop, modify and implement innovative strategies to enhance service provision.
- Ability to build positive relationships with internal and external stakeholders and to negotiate and communicate solutions that consider the needs of all parties.
- Proven ability to implement change.

Qualifications

- A tertiary qualification and/or significant technical and team management experience.

Get in Contact



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