



Ambulance Victoria

Chief Information Officer

Candidate briefing

October 2026

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Role

Title	Chief Information Officer
Reports to	Executive Director Enterprise Services
Employment Type	Executive Contract
Division / Department	Enterprise Services / Enterprise Technology Services
Direct Reports	Yes
AV Capability Framework	Strategic Direction

The organisation

Ambulance Victoria (AV) brings patient-focused, out-of-hospital, mobile and emergency healthcare to the Victorian community. Operating 24/7 across Metropolitan Melbourne and Regional Victoria, the organisation depends on a secure and resilient technology environment to support its frontline services. AV's Patient Care Commitment is to provide care that is caring, safe, effective and connected for every patient, every time, underpinned by the values of care, accountability, respect and excellence. Within this organisation, technology is positioned as a strategic enabler of service reform, innovation and improved organisational performance.

Background

AV Purpose

Our purpose is to bring world leading, patient-focused, out of hospital, mobile and emergency healthcare to the Victorian community.

Patient Care Commitment

We save and improve lives by providing outstanding care for our patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is Caring, Safe, Effective and Connected for every patient, every time.

AV Values

- Care: We care in ways that nurture trust and collaboration
- Accountability: We are accountable in our roles and to each other
- Respect: We are respectful and consciously inclusive
- Excellence: We strive to be our best for our people, patients and communities.

Role overview

Responsible for shaping and delivering AV's technology, digital and data enablement strategy and the performance, security and resilience of AV's technology environment.

With enterprise-wide accountability for technology, the Chief Information Officer (CIO) leads the evolution of a secure, resilient, integrated and contemporary technology ecosystem that enables AV's strategic objectives and the delivery of Best Care for every person, every time.

The CIO provides strategic leadership across technology strategy and architecture, IT service delivery, digital transformation, cyber security, data and AI enablement, technology investment, portfolio delivery and vendor management. The role ensures technology investment is prioritised against organisational need, delivers measurable value and supports improved patient outcomes, employee experience, operational performance and organisational sustainability.

As a senior enterprise leader, the CIO works in partnership with clinical, operational and enabling services leaders to translate organisational priorities into technology and digital capabilities and positions technology as a strategic enabler of service reform, innovation and improved organisational performance.

Position description

Key accountabilities

Operational Performance

- Lead the development and execution of AV's technology and digital strategy, enterprise architecture and investment roadmap, ensuring technology enables AV's strategic priorities, Best Care, operational performance and financial sustainability
- Ensure the reliable, secure, resilient and efficient delivery of technology services supporting AV's 24/7 statewide operations, including infrastructure, networks, cloud, applications, telecommunications and end user services
- Establish the technology platforms, architecture and capabilities required to enable integrated and trusted data, analytics, automation and the responsible adoption of artificial intelligence and emerging technologies
- Lead AV's cyber security strategy and technology risk posture, ensuring effective security, resilience, disaster recovery, business continuity and compliance with relevant legislative and Victorian Government requirements
- Oversee AV's technology investment portfolio, ensuring robust prioritisation, governance, delivery assurance and benefits realisation across major technology and digital programs
- Provide effective financial and commercial stewardship of technology, including operating and capital budgets, strategic sourcing, vendor performance, technology lifecycle management and opportunities for cost optimisation and consolidation
- Provide authoritative advice to the Chief Executive Officer, Executive Leadership Team, Board and relevant Board Committees on technology strategy, investment, performance, cyber risk and emerging technology.

Quality and Patient Experience

- Lead technology-enabled transformation that improves patient outcomes, employee experience, operational effectiveness and the quality and accessibility of AV services
- Partner with clinical, operational and corporate leaders to modernise services and processes through digital platforms, automation, integration, data and emerging technologies
- Champion human-centred digital design, ensuring technology solutions reflect the needs of patients and employees and appropriately address clinical safety, accessibility, privacy, security and operational usability
- Improve interoperability and information exchange within AV and with health, emergency services and government partners to support patient pathways, continuity of care and service delivery

- Enable trusted data, analytics and responsible use of AI to improve clinical, operational and strategic decision-making
- Foster innovation and continuous improvement, ensuring digital and technology investment delivers measurable patient, employee and organisational benefits.

Community/ Stakeholder Engagement

- Build strong partnerships with clinical, operational and corporate leaders to translate organisational priorities into technology, digital and data capabilities
- Translate complex technology issues, risks and investment choices into clear business implications that support effective organisational decision making
- Build strategic relationships with Victorian Government, health and emergency services organisations, regulators, technology partners and strategic suppliers to improve interoperability, capability, innovation and value
- Represent AV in relevant government and industry forums and identify opportunities to leverage whole-of-government, shared-service and sector wide capabilities.

Health Safety and Wellbeing

- Provide visible leadership in creating a safe, respectful and inclusive workplace and proactively champion practices that support employee and patient safety, health and wellbeing
- Model ethical and positive workplace behaviour consistent with AV's values and leadership expectations
- Ensure technology work practices, systems and operating arrangements appropriately identify and manage health, safety and wellbeing risks
- Ensure the technology function complies with relevant legislation, industrial instruments, policies, delegations, mandatory requirements and AV governance arrangements.

People Leadership

- Lead and develop a high-performing technology and digital workforce with a strong culture of accountability, collaboration, innovation, service and delivery
- Provide clear strategic direction and expectations to technology leaders and teams, aligning individual and team performance with AV's strategic priorities and values
- Build the leadership, technical, commercial, financial and stakeholder management capability required for a contemporary enterprise technology function
- Ensure AV has an appropriate technology workforce strategy and capability mix across employees, contractors, managed services and strategic partners
- Develop succession plans and talent pipelines for critical technology roles and capabilities
- Foster an environment in which employees constructively challenge existing practices, identify opportunities for improvement and take accountability for organisational outcomes
- Build organisational digital literacy, cyber awareness and understanding of responsible data and AI practices
- Establish a service-oriented culture in which technology teams understand the operational and clinical context of AV and the impact of technology performance on frontline employees and patients
- Ensure effective performance management, development and feedback arrangements are embedded across the technology function
- Provide open and effective leadership building a performance based, collaborative culture to foster strong development and continuous improvement across the professional discipline of IT, aligning teams of experts with AV's values and goals.

Experience, skills and style

Experience, skills and knowledge

- Significant executive or senior leadership experience leading a large-scale, complex technology function within a highly operational, service-based or similarly complex organisation
- Experience within government, health, emergency services, critical infrastructure or another highly regulated and operationally complex environment will be highly regarded
- Demonstrated experience developing and executing enterprise technology and digital strategies that have materially improved organisational performance
- Demonstrated experience leading significant digital and technology transformation, including organisational change, technology modernisation and service improvement
- Demonstrated experience managing significant technology operating and capital budgets and improving the commercial and financial performance of technology services
- Demonstrated experience governing significant technology portfolios, programs and investments and achieving measurable business outcomes and benefits
- Demonstrated leadership of complex technology environments encompassing infrastructure, applications, cloud, cyber security, architecture, data platforms and enterprise technology services
- Strong commercial capability, including strategic sourcing, contract negotiation, vendor management and management of outsourced and managed technology services
- Demonstrated capability in cyber security, technology risk, operational resilience and business continuity within a complex and high-availability environment
- Demonstrated ability to advise and influence Boards, Board Committees, Chief Executives and Executive Leadership Teams on complex technology, investment, cyber security and strategic matters
- Exceptional stakeholder leadership with the capacity to build partnerships across clinical, operational, corporate, government and external stakeholder environments
- Relevant tertiary qualification in Information Technology, Computer Science, Information Systems, Digital Transformation, Business or a related discipline
- Postgraduate qualifications in technology, business, management or a related discipline will be highly regarded
- Strong understanding of contemporary data, artificial intelligence, automation and emerging technology capabilities and their application within complex organisations.

Traits and characteristics

- Demonstrated ability to lead significant organisational and cultural change and build high-performing, accountable and service-oriented technology teams
- Highly developed strategic judgement, including the ability to identify emerging issues, understand complex interdependencies, evaluate competing priorities and make decisions in the context of long term organisational objectives.

Other

- Current Victorian Driver Licence.

Important information

- AV is an Equal Employment Opportunity (EEO) employer. All employees must understand, support and adhere to the principles covered in the Professional Conduct policy (POL/PAC/002) and the Recruitment and Selection policy (POL/PAC/028)
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance
- Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa

- The preferred candidate will be required to undergo security checks such as police record and if applicable, Working with Children Check (WWCC)
- The successful candidate will be employed pursuant to Ambulance Victoria policies and procedures along with the relevant Industrial Agreement
- AV is a state-wide organisation and provides a state-wide service to the community. The successful candidate will be willing to travel throughout Metropolitan Melbourne and Regional Victoria as required
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job
- Recipients of Victorian Private Sector (VPS) departure packages should note that re-employment restrictions apply
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests, in line with AV's Secondary Employment procedure (PRO/PAC/078). This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role.
- SHK has been retained to conduct the executive search and advertising campaign for this appointment.

Contact

Ambulance Victoria is partnering with SHK on this key appointment and has appointed SHK **Partner, Brian Barry**, to lead this search.



Brian Barry is a Partner at SHK. Brian joined SHK Asia Pacific in 2017 having worked with an Asia-Pacific executive search and board appointments firm for the prior eleven years, focusing on senior appointments in the information technology and human resources disciplines.

In a consulting career spanning over 25 years, he has worked with many of Australasia's premier corporations. He has enjoyed success in finding truly business-engaged executives for a range of ASX-listed corporates, as well as for privately held entities and government organisations.

Brian thrives in working with companies looking to build high-performing and collaborative leadership teams. He has sourced Chief Information Officers and technology executives for organisations across a wide range of industries. He attributes his success to his knowledge of the sector, his ethical approach, well-developed relationship skills and an unwavering commitment to delivery.

Tertiary qualified from The University of Melbourne, Brian has lectured at Swinburne University, spoken at the Australian Computer Society and is regularly sought out for professional career guidance by both seasoned performers and emerging talent. Brian is skilled in identifying executives who are highly regarded for both their commercial orientation and values-based leadership.

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