Application package

Position title:	**Technology Platform Manager**
APS Level:	Executive Level 1 (EL1)
Salary package:	Salary package from $141,450 to $152,638 package (base $122,574 to $132,269 plus 15.4% super)
Position offered:	Full-time / ongoing
Flexible working arrangements available including hybrid working
Office location	Level 7, 309 Kent St, Sydney CBD
Closing date:	Wednesday 19th November 2025
Contact Officer/s:	Felicity Leyne – Executive Manager, Technology
Contact number:	(02) 9432 7086

This application package includes Information on our Agency, the role, how to prepare your application and the selection process.

About the opportunity

The Agency is seeking a Technology Platform Manager to lead a small internal team and coordinate with outsourced technical resources in delivering a significant program of work. Working under the direction of the executive responsible for overall delivery and guided by an established strategy, the Technology Platform Manager will play a key role in implementing the Agency's Technology Business Plan. This role works closely with stakeholders to provide product recommendations, configurations, and technical expertise for all platform integrations and enhancements.

The team

The Technology Team's purpose is to provide end to end oversight and management of the technical and information systems that underpin and support all data and information requirements for the Agency. This includes management and delivery of stable business as usual operations along with agile enhancement of the core technology services. Additional team goals are to enable increasing efficiency of Gender Equality Reporting data collection systems, ensuring system security and information privacy, tuning scalability, supporting, training Agency staff and ensuring compliance with governing legislation and policies.

About our Agency

The Workplace Gender Equality Agency (WGEA/Agency) is the Australian Government's key agency charged with promoting and improving gender equality in Australian workplaces, through the provision of advice and assistance to employers and the assessment and measurement of workplace gender data. Our Agency was established by the *Workplace Gender Equality Act 2012* (Act).

WGEA's ambition is to accelerate progress towards workplace gender equality. We are a small unique agency with a big agenda.

At WGEA you will be part of a team of high achievers who are passionate, friendly, and fun. We understand what working flexibly means. We pride ourselves on being a respectful, diverse, and inclusive community. We encourage and welcome applications from people of all genders, Indigenous Australians, people with disability, people from culturally and linguistically diverse backgrounds and mature-age people.

What our Agency looks for
➡ People who are dedicated to personal development, fostering growth in others and demonstrating leadership
➡ flexible and adaptable people to meet immediate needs and future challenges.
➡ team oriented people who have energy and are determined to succeed.
➡ people who are open, service orientated, accountable, of high integrity, and can operate based on impartial evidence (our Values).

What we offer
We value each team members contribution and offer:
➡ a culture that is committed to our purpose and getting results, recognises achievements, and values innovation.
➡ opportunities for team members to work on agency wide projects and encouraging everyone to be adaptable and collaborative.
➡ flexible working options that empower you to model a working day and/or environment that brings out the best outcomes from you. Whether that is working from our modern offices in Sydney CBD or from home each team members working day can be different
➡ attractive salaries and superannuation (15.4%) as well as a range of other benefits.
➡ a culture and leadership team that believe in diversity and inclusion.

Further information about our Agency is available at

Position description

Position numbers:	43419
Position title:	**Technology Platform Manager**
APS Level:	Executive Level 1 (EL1)
Position:	Ongoing
	Full time (*Flexible working arrangements available including hybrid working*)

The role

Reporting to the Technology Executive Manager, the Technology Platform Manager leads the delivery of innovative, scalable, and robust technology solutions to address complex business challenges. The role includes oversight of implementation projects, stakeholder engagement, and technical solution design in collaboration with the Salesforce Administrator and Business Analyst. Serving as a technology champion for the Agency, this role advocates for best practices and innovative solutions.

The key duties of the position include:

Working closely with other key team members, and taking direction from the Technology Executive Manager, this role will be responsible for:

Technical Leadership

- ✓ Aligning technical decisions with organisational strategy, ensuring platform enhancements support long-term business objectives
- ✓ Providing technical leadership and guidance to internal and external development teams.
- ✓ Providing impartial and forthright advice on technical risks and opportunities, demonstrating sound judgment and resilience under pressure throughout the project life cycle.
- ✓ Ensuring compliance with organisational policies, industry regulations, and data protection standards.
- ✓ Leading the validation and initial investigation of system defects.
- ✓ Harnessing information and opportunities by proactively scanning emerging technologies and best practices to inform platform improvements.
- ✓ Building organisational capability by identifying skill gaps and creating opportunities for team development and knowledge sharing through mentoring and supervision.
- ✓ Communicating with influence by presenting technical concepts clearly to non-technical stakeholders, tailoring messages to different audiences.

Delivery Management

- ✓ Leading the maintenance, enhancement, and integration of new functions, for a stable technical platform that underpins Agency operations within a federal government regulatory and advocacy environment.
- ✓ Managing system enhancement projects and project team coordination in an agile delivery environment. Including investigating, prioritising, system issue management and rectification with external resources.
- ✓ Overseeing the deployment of Salesforce solutions, ensuring alignment with specifications and business goals.

- Triaging the development backlog, managing the priorities between defect resolution and change requests for the external development team.
- Supporting the Technology Executive Manager with budgetary decisions and contractual documentation.
- Engaging with business stakeholders, including executives, to ensure alignment with strategic goals.
- Ensuring closure and delivering intended results by monitoring progress and adjusting priorities.
- Producing and maintaining high-quality documentation for architecture, configurations, and customisations.

Capabilities

Essential

We are seeking an individual with the following **minimum requirements** and experience:

- At least three (3) years of product experience managing and administering Salesforce technology stacks (including a sound understanding of Salesforce Service Cloud, Salesforce Community Cloud, Salesforce Public Sector Solutions, Omniscript, Customer Community Business Rules Engine and Account Engagement or Marketing Cloud).

- Proven experience in coordinating projects in an AGILE/SCRUM environment and working with technology systems and/or technical systems projects in a federal government regulatory and/or advocacy environment.

- Prior experience in a supervisory, technical lead or similar role.

- Ability to guide, mentor and develop team members by setting clear performance standards, providing constructive feedback, and foster a culture of continuous improvement.

- Demonstrated IT programme/project management and a good understanding of relational database model topics, APIs, logical operators, etc.

- An ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work. This includes taking a proactive approach and personal responsibility for accurate and timely completion of work.

- Ability to demonstrate a principled approach to the APS Values and Code of Conduct, acting professionally at all times.

- Baseline Security clearance or the ability to obtain clearance (this includes being an Australian Citizen).

- Candidates will be assessed against the APS Integrated Leadership System (ILS) for EL1, which outlines the core leadership attributes expected at this level. The Work Level Standards (WLS) will also be used to evaluate the scope, complexity, and strategic impact of the candidate's experience.

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Desirable

These requirements are not essential but will stand you in higher consideration:

- Salesforce certifications, for example Platform App Builder, Service Cloud Consultant, Community Cloud Consultant, Account Engagement Consultant, etc.

- CRM Data Mapping and transformation, SQL Data Warehouse technologies, Alteryx and Mulesoft

- Experience using Atlassian Tools: developing documentation and managing collaboration with Confluence; development activities with Jira.

- ✓ Experience with APS system security, privacy frameworks and privacy legislation/events.

How to apply

Prior to sending your application email to recruitment@wgea.gov.au, use the below to ensure you have included all relevant details.

Your email should include:

☐ Title of the vacancy/position you are applying for

☐ A cover letter/statement outlining how your skills, experience and qualifications meet the minimum requirements and experience of the role (two pages maximum).

☐ Your CV/Resume which provides a summary of your work experience, which includes your full name, contact phone number, and personal email address.

☐ Contact details of two recent referees including your current or most recent supervisor (we will seek your permission before we contact your referees)

☐ If you meet the Agency eligibility criteria, confirmation of your Australian citizenship, along your ability to successfully clear a National Criminal Records Check upon engagement

Other information you may need to include in your email:

☐ Relevant diversity information (preferred pronouns, reasonable adjustments required for interview)

☐ If you wish to opt into RecruitAbility (information detailed in how to prepare your application)

☐ Any further relevant information.

Application information

Agency Eligibility Criteria:

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise in writing. Successful applicants will be required to undergo the process to obtain and maintain or continue to hold the required baseline security clearance level for the role. Baseline security clearances require you to be an Australian Citizen and meet AGSVA criteria.

Successful applicants will also be required to successfully pass a National Criminal History check.

Diversity

The Agency values the contributions of people with different backgrounds, experiences and perspectives. You can tell us in your application, or when called in for interview, if you need any adjustments to help you participate equally in the selection process.

RecruitAbility

The Agency is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do you opt into RecruitAbility?

Simply note in your cover letter that you wish to:

1. Opt into RecruitAbility, as you have a disability (definition as defined by Australian Bureau of Statistics)

2. Clearly show how you meet the requirements of the vacancy with our Agency.

Questions about the position

The contact officer noted on the first page of this Application Package is available to answer any questions you have about the position. Their contact details are on page one of this application package.

Lodging your application

Your application should be emailed to **recruitment@wgea.gov.au** prior to the closing date and time. Late applications will not be accepted unless exceptional circumstances exist.

Preparing your application

Use the 'how to apply' checklist above to ensure you include all relevant information and documentation.

Recruitment Process

The selection may be undertaken based on applications and referee reports where a clear result can be determined from this documentation / process. A selection panel (usually two to three people) will be formed to consider all applications and develop a shortlist for any further assessment. If it is determined that further assessment including an interview is necessary, the panel will conduct a video interview which may also include a short practical exercise.

Availability for interview

We make hiring decisions based on your experience and skills as well as how you can enhance WGEA and our culture. Please note that interviews held are conducted virtually. When you apply, please tell us the pronouns you use and any reasonable adjustments you may need during the interview process.

If you are shortlisted for an interview, you can expect at least two days' notice. If you are not short-listed for interview, you will be notified in writing.

Merit Lists or pools

Where our Agency has established a merit pool or list, it may be used to fill the same vacancy or similar vacancies within a period of 18 months from the date the initial vacancy was notified (advertised) in the Public Service Gazette (APSjobs.gov.au). The Agency will confirm with candidates if they wish to be considered for other or similar vacancies.

Prior to sharing a merit pool or list our Agency will ensure we obtain the candidate's permission to share their details with other agencies. We will obtain this permission during the selection process or when asked to share a merit list or pool. Where a candidate advises that they do not want their details shared with another agency, the candidate's details will be removed before sharing a merit list or pool.