

# Chief Digital Officer

StateInformationTechnologyAgency | Erasmuskloof, Pretoria | 5-Year FTC | Executive



▶ Location: Erasmuskloof, Pretoria    ▶ Contract: 5-Year FTC    ▶ Level: Executive    ▶ Sector: Public Sector · ICT

▶ Closing: 3 July 2026

## THE OPPORTUNITY

Shape the future of digital transformation at enterprise scale. This is a rare executive opportunity to lead strategy, innovation, architecture, data, AI, governance, and customer experience across a nationally significant technology environment.

Our client is a large, complex organisation operating within a highly strategic technology environment and is seeking a visionary Chief Digital Officer to provide enterprise-wide leadership for digital strategy, governance, technology advisory, enterprise architecture, research and innovation, customer experience, quality management, and data and AI capabilities.

Reporting directly to the Managing Director, the successful candidate will drive digital enablement across the organisation while ensuring technology investments, governance frameworks, innovation initiatives, and digital transformation programmes remain aligned to strategic priorities and stakeholder needs.

This executive role provides strategic oversight of technology, data, AI, architecture, customer experience, innovation, and governance functions, while also maintaining executive oversight of both the Chief Information Officer and Chief Information Security Officer portfolios. The successful candidate will play a critical role in enabling digital maturity, strengthening governance, driving innovation, and ensuring technology delivers measurable business and customer value.

## QUALIFICATIONS & EXPERIENCE

### QUALIFICATIONS

- Minimum NQF Level 7 degree in Computer Science, Information Technology, Information Systems, Engineering, Data Science, Business or an equivalent relevant qualification
- A postgraduate qualification at NQF Level 8 or higher in Digital Transformation, Computer Science, Information Technology, Business Administration, Data/AI, Engineering or a related field will be an added advantage
- Registration or membership with a recognised ICT, engineering, data, quality, architecture or governance professional body will be an added advantage

### EXPERIENCE

- Minimum of 10 years' relevant experience in digital strategy, enterprise architecture, technology advisory, digital transformation, data/AI, innovation or ICT governance
- At least 8 years at senior management level in a large and complex organisation
- At least 5 years' executive management experience leading multiple cross-functional portfolios, major digital transformation programmes and senior technology leaders
- Experience in the public sector or government ICT environment, and in integrating business, technology, data, security, quality and customer experience strategies, will be an advantage

## KEY KNOWLEDGE AREAS

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- Digital strategy, digital transformation and enterprise-wide technology governance
- Enterprise Architecture principles, methods and frameworks – including business, information, application, data, integration, security and technology architecture
- Digital governance, technology norms and standards, architecture assurance and investment decision frameworks
- Data governance, data management, analytics, artificial intelligence, responsible AI, algorithmic accountability and emerging regulatory requirements
- Current and emerging technologies including cloud, platforms, automation, AI, cybersecurity, interoperability and Fourth Industrial Revolution technologies
- Digital product and service design, design thinking, user experience, customer experience and service design principles
- Quality Management Systems, process governance, continual improvement, assurance and relevant ISO standards
- Research, innovation, technology foresight, experimentation, incubation, commercialisation and benefits realisation
- Cybersecurity governance, digital risk, privacy, resilience and the relationship between security architecture and enterprise technology strategy
- ICT operating models, portfolio and programme governance, business cases, investment prioritisation, benefits management and financial sustainability
- Public-sector ICT legislation, policy and regulatory frameworks including PFMA, procurement requirements, data protection and government digital priorities
- Strategic stakeholder management, advisory services, partnership ecosystems and executive-level communication

### Digital Strategy, Governance & Enterprise Technology Advisory

- Lead the development, implementation and periodic review of the enterprise digital strategy and roadmap, aligned to the corporate strategy, government digital priorities and client needs
- Establish a single enterprise-wide digital governance framework that clarifies decision rights, accountability, standards, investment principles and escalation mechanisms for digital technology decisions
- Provide independent, authoritative technology advisory to the Managing Director, EXCO, governance structures and clients on strategic technology choices, digital opportunities, risks and trade-offs
- Integrate digital initiatives into corporate planning, budgeting, portfolio prioritisation and performance management to prevent duplication, fragmentation and misaligned investment
- Define and monitor enterprise digital maturity, strategic outcomes, benefits realisation and value creation measures
- Champion a digital-first, data-driven and customer-centred culture and promote collaboration, knowledge sharing and consistent adoption of digital best practice

### Enterprise Architecture, Digital Standards & Technology Assurance

- Provide executive leadership for Enterprise Architecture and ensure alignment between business strategy, operating model, processes, data, applications, integration, security and technology infrastructure
- Approve and maintain enterprise architecture principles, reference architectures, roadmaps, technology standards, patterns and guardrails that guide solution design and investment decisions
- Chair or oversee architecture and digital governance forums and ensure significant technology initiatives undergo appropriate architecture, data, security, quality and investment assurance
- Drive rationalisation, interoperability, reuse and standardisation across platforms, applications and technology services to reduce complexity, cost and duplication
- Provide strategic digital technology advisory to clients and internal stakeholders, translating emerging technology developments into practical business and service-delivery opportunities
- Ensure that digital norms and standards are current, enforceable and aligned with legislation, recognised good practice and government-wide architecture requirements

### Data Office, Artificial Intelligence, Research & Innovation

- Establish and oversee the enterprise Data Office and implement an integrated data strategy, governance framework, ownership model, quality standards and data lifecycle controls
- Provide executive direction for responsible AI, analytics and automation, including ethical use, transparency, security, privacy, model governance, risk management and benefits tracking
- Lead technology foresight, research and innovation programmes that identify emerging opportunities, evaluate relevance to government, and convert viable concepts into scalable capabilities
- Build innovation partnerships with government, academia, industry, technology providers, research institutions and digital ecosystems
- Oversee experimentation, proof-of-concept, incubation and innovation portfolio governance, with clear stage gates, funding criteria, adoption plans and return-on-investment measures
- Ensure data and AI assets are governed as strategic enterprise capabilities and used to improve decision-making, service delivery, operational efficiency and client outcomes

### Digital Product Design, Customer Experience & Quality Management System

- Provide executive leadership for digital product and service design, ensuring solutions are user-centred, accessible, secure, scalable and aligned to customer needs

- Institutionalise design thinking, service design, user research and customer journey management throughout the digital product lifecycle
- Ensure a coherent enterprise approach to customer experience across digital channels and use customer insight, analytics and feedback to improve products and services
- Oversee the enterprise Quality Management System and ensure integration of quality standards, process governance, controls, measurement and continual improvement into digital delivery
- Establish product governance, product management disciplines and design standards that support consistent prioritisation, accountability, lifecycle management and value realisation
- Monitor digital service quality, adoption, usability and customer outcomes, and direct corrective and improvement actions where performance falls below agreed standards

### **Executive Oversight of the Chief Information Officer Function**

- Provide strategic direction and executive oversight to the Chief Information Officer, ensuring the CIO mandate is clearly aligned to the enterprise digital strategy, Enterprise Architecture, approved technology standards and organisational priorities
- Ensure the CIO translates enterprise architecture, digital strategy and business requirements into fit-for-purpose internal ICT strategies, technology platforms, operating capabilities, investment plans and delivery roadmaps
- Oversee the performance of the CIO function in relation to internal ICT governance, applications, infrastructure, cloud, networks, end-user computing, service management, systems integration and technology operations
- Ensure technology investments and delivery priorities are integrated, affordable, scalable and aligned to approved architecture principles, standards, lifecycle plans and benefits-realisation requirements
- Monitor the availability, reliability, performance, resilience and cost-effectiveness of internal ICT services and direct corrective action where performance falls below agreed service levels
- Ensure effective coordination between the CIO function and Enterprise Architecture, Data/AI, digital product design, innovation, quality management and customer experience capabilities
- Hold the CIO accountable for technology governance, portfolio execution, vendor and contract performance, asset lifecycle management, disaster recovery and business continuity within the CIO mandate
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### **Executive Oversight of the Chief Information Security Officer Function**

- Provide strategic direction and executive oversight to the Chief Information Security Officer, while preserving the independence and authority required for effective information security governance, risk management and assurance
- Ensure the CISO develops, implements and maintains an enterprise-wide information security and cybersecurity strategy, governance framework, policies, standards and assurance programme aligned to the digital strategy, risk appetite and applicable legislation
- Oversee the management of cybersecurity operations, information security governance, risk and compliance, identity and access management, data protection, security architecture, vulnerability management and incident response
- Ensure that cyber, information security, privacy, third-party and technology risks are identified, assessed, treated, monitored and reported through the appropriate executive and governance structures
- Ensure that secure-by-design, privacy-by-design and security architecture requirements are embedded in enterprise architecture, digital products, cloud services, data and AI initiatives, technology investments and transformation programmes
- Monitor the organisation's cyber resilience, threat readiness, incident response capability, recovery arrangements and compliance posture, and direct corrective action where material weaknesses or exposures are identified
- Facilitate effective coordination between the CISO function and the CIO, Enterprise Architecture, Data Office/AI, Quality Management System, Risk, Internal Audit and operational functions without diluting the CISO's independent assurance responsibilities

## Leadership, Stakeholder, Financial & Performance Management

- Lead the Chief Digital Office and establish a high-performing, collaborative and accountable executive portfolio with clear mandates and interfaces across all reporting functions
- Translate organisational strategy into divisional plans, performance scorecards, budgets, resource plans and measurable outcomes, and ensure effective monitoring and reporting
- Attract, develop and retain scarce digital, architecture, data, AI, innovation, quality and cybersecurity capabilities, including succession and leadership development
- Manage strategic relationships with government departments, clients, regulators, oversight bodies, industry, academia and technology partners
- Ensure sound financial management, procurement governance, contract oversight and optimal utilisation of resources in accordance with applicable legislation and policies
- Promote ethical leadership, good governance, compliance, collaboration, innovation, customer centricity and a culture of continuous learning and improvement
- Ensure performance contracting, reviews, consequence management and employee relations are managed in accordance with organisational policies and procedures
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## CORE COMPETENCIES

### TECHNICAL COMPETENCIES

Digital strategy & transformation

Digital governance, norms & standards

Data & AI governance

Research, innovation & technology foresight

Digital product & customer experience design

Quality Management Systems

Cybersecurity & digital risk governance

### BEHAVIOURAL COMPETENCIES

Integrity Innovation

Collaboration Agility

Empathy

Customer centricity

## How to Apply

Qualifying individuals should submit a comprehensive CV, copies of qualifications and a covering letter outlining alignment to the role requirements.

Closing date: 3 July 2026 | Applications via Edge Executive Search Group

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