

Résumé: Paul James Hardwicke

0400 332 433

pjh023@student.usc.edu.au

2/23 Norman St, Annerley Qld 4103

[GitHub](#)



Career objective

I seek a data-driven, research-oriented role where I can apply my ICT governance expertise to inform organisational policy development and strategic decision-making.

Career strengths

I have more than 20 years' experience in ICT governance, digital transformation, compliance auditing, stakeholder liaison, data analysis, web content writing, and web information architecture development.

Employment

2011–2025 (current role)

Queensland Department of Education, Brisbane

AO6 Senior web officer, Web and Digital Production, Digital Innovation Division

I lead the development and implementation of web and video publishing governance in a government department comprising more than 90,000 staff, and supporting the education of more than 500,000 state school students throughout Queensland.

In this role I have:

- written a web content governance guide that is applied across more than 1300 departmental websites, which supports compliance with industry standards and legislation
- provided content writing expertise on the department's portfolio Education website, which receives more than seven million pageviews per year
- developed a content review program that supports more than 100 web content owners to maintain the currency of more than 1500 pages of intranet content
- prepared data-driven website information architectures for website migration projects
- participated in a change management process to upgrade an enterprise video platform
- conducted ICT requirements gathering
- performed higher duty relief in 2019 as AO8 Manager, Digital Presence
- performed higher duty relief in 2017 as AO7 Manager, Digital Presence.

2009–2011

Queensland Department of Communities, Brisbane

AO5 Web content coordinator, Information Technology Branch

I cultivated a network of more than 200 web content editors and approvers, providing critical support in rolling out a state-wide distributed web publishing program.

Commendations

- 2018: Values award – Information and Technologies, Department of Education
- 2011: Team player award – Web Services, Department of Communities
- 2008: Commended – Minister for Child Safety Recognition of Excellence Award

Technical competencies

- Adobe Acrobat, Photoshop, Premiere Pro and related Creative Cloud products
- Azure, Power Platform and Security, Compliance and Identity fundamentals
- Mediasite enterprise video platform
- Microsoft 365 Office, SharePoint CMS, SQL Server, Teams
- ServiceNow ICT ticket management

Education

USI: LCE9ML8267

2023–2026

Master of Information and Communications Technology
University of the Sunshine Coast

Current GPA 6.1

- Scheduled for completion in July 2026
- Capstone dissertation (in progress): Optimise AFL match scheduling using predictive data modelling

2022

Graduate Certificate in Information Systems
Deakin University
GPA 6.75

2020

Graduate Certificate of Information Technology with Distinction
James Cook University
GPA 7.0

2003–2005

Bachelor of Creative Industries with Distinction
Queensland University of Technology
GPA 6.2

2001–2002

Certificate of Business Administration
Central Queensland University
GPA 6.6

Certifications

- 2025: [Microsoft Certified: Azure Data Fundamentals \(DP-900\)](#)
- 2025: [Microsoft Office Specialist: Word Expert](#)
- 2024: [Microsoft Certified: Power Platform Fundamentals \(PL-900\)](#)
- 2024: [Microsoft Certified: Security, Compliance, and Identity Fundamentals \(SC-900\)](#)

Interests and community activity

- [Queensland working with children \(blue\) card](#) 255971/7, expires 11/08/28
- Co-owner of [Essential Editing](#), a small proofreading and editing business
- Body corporate committee chair for a 10-unit residential complex, providing leadership, accountability, and decision-making
- Greyhound rescue enthusiast

Referees

Current supervisor

Allister Duff, Manager, Digital Presence, Web and Digital Production, Digital Solutions, Digital Innovation Division, Department of Education

Allister.Duff@qed.qld.gov.au

0406 125 358

Former supervisor

Steven Daley, Manager, Service Delivery, Web and Digital Production, Digital Solutions, Digital Innovation Division, Department of Education

Steven.Daley@qed.qld.gov.au

0423 167 187