

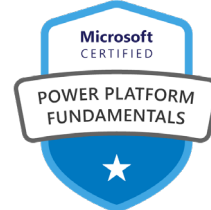
# Résumé: Paul James Hardwicke

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[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](mailto: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](mailto:Steven.Daley@qed.qld.gov.au)  
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