POSITION DESCRIPTION

Australian Broadcasting Corporation

Label	Description
Position Title:	Enterprise AI Operations and Assurance Lead
Position no:	50071996
Team:	[Product & Technology]
Department:	Enterprise Technology & Platforms
Location:	Sydney (Ultimo)
Reports to:	Manager End User Experience and Service Delivery 50056719
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[Select]
Band/level:	[Band 8]
HR Endorsement:	18/06/2026

Purpose

The Enterprise AI Operations & Assurance Lead is accountable for running and governing the ABC's enterprise AI technology evaluation and operational governance process. under broad direction, the role manages the intake, assessment, approval, implementation readiness and lifecycle oversight of enterprise AI tools, agents, connectors, integrations and technical enablement. It ensures AI capabilities are evaluated and operated within agreed cyber-security, privacy, data, editorial, commercial, policy and operational guardrails, while also owning the reliability, supportability and service management of approved enterprise AI capabilities.

The role ensures enterprise AI tools, including user-built agents and approved integrations, operate as a managed service at scale. It owns the "how do I fix" function for AI, providing level 3 operational leadership across incidents, platform change, and technical escalation,.

Key Accountabilities

- Own the end-to-end operational management of enterprise AI capabilities, ensuring reliability, performance, and supportability at scale.
- Act as the primary L3 escalation point for AI related technical issues, including agent failures, data access problems, integration issues, and platform defects.
- Establish and maintain operational readiness for AI services, including logging, monitoring, runbooks, incident response processes, and service management practices.

- Coordinate AI platform configuration and feature enablement in alignment with approved security, governance, and policy guardrails.
- Manage the impact of vendor changes and platform updates, assessing operational risk, coordinating mitigations, and supporting clear communication to stakeholders.
- Partner with Cyber Security to ensure AI specific security controls, auditability, and monitoring requirements are implemented and effective.
- Support the controlled enablement of approved connectors and data integrations, ensuring technical implementation aligns with governance decisions.
- Maintain visibility and operational oversight of shared AI assets, including team and enterprise agents, ensuring ownership, support models, and lifecycle management are in place.
- Provide technical advice and operational input to AI governance forums and executive stakeholders, translating technical issues and risks into clear options and impacts.
- Work closely with AI Adoption Specialists to maintain a clear separation between "how to use" enablement and "how to fix" operational responsibilities.
- Lead the establishment of the enterprise AI operations function, defining the operating model, service boundaries, and internal processes
- Own AI consumption cost management and licensing governance, including monitoring usage against entitlements, forecasting spend, and providing recommendations to contain costs as agent usage and integrations scale.
- Ensure AI platform operations comply with data residency and sovereignty requirements
- Serve as a key operational input to the ABC's AI governance function, providing technical evidence, risk assessment, and operational context to inform governance decisions, while maintaining a clear boundary between operational accountability and governance ownership.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications in information technology, engineering, or a related discipline, or demonstrated equivalent skills, knowledge, and experience.
2. Demonstrated experience operating and supporting enterprise digital services or platforms in a complex organisation.
3. Significant understanding of modern AI technologies, automation concepts, and agent-based systems, including their operational and risk implications.
4. Experience with enterprise identity integration, access control models, and service configuration.
5. Proven experience managing incidents, problems, and change using service management best practice.
6. Experience working with technology vendors, including issue escalation and roadmap alignment.
7. Outstanding analytical and problem-solving skills, with the ability to diagnose and resolve particularly complex technical issues.
8. Significant experience managing a multi-faceted team, with the ability to work effectively and build strategic relationships across technical, security, policy, and business stakeholders.
9. Experience in FinOps or consumption-based cost management for cloud or SaaS platforms, including usage monitoring, chargeback modelling, and cost optimisation for variable-usage services.
10. Experience supporting internal audit processes or regulatory reviews for technology services, including maintaining evidence trails, producing audit-ready documentation, and remediating findings

11. **ABC Values:** Demonstrated personal commitment to fostering an inclusive and respectful environment, grounded in integrity and aligned with the ABC Values of aiming high, thinking differently, taking ownership, and delivering together.
12. **ABC Policies:** Understanding of the relevance and scope of ABC Policies and the ABC Values and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Values.
13. **Diversity and Inclusion:** Experience in building an inclusive and supportive culture where diversity is valued.

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