



BENJAMIN SMITH FACS CP

SENIOR ICT EXECUTIVE | DIGITAL TRANSFORMATION | GOVERNANCE AND SERVICE DELIVERY

Queensland

REDACTED

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EXECUTIVE PROFILE

Nationally recognised ICT and transformation executive 25 years+ experience leading complex technology, governance, enterprise architecture, service delivery and organisational change environments.

Former NEC National Solution Manager and Account Director, now Managing Director of CXO Advisory, with experience advising boards, CEOs and executive teams where growth, regulatory pressure, fragmented systems or operational complexity have outpaced internal capability.

Experienced across public sector ICT, health, police, corrections, justice, defence, education, identity security, managed services and regulated multi-site organisations. Particularly effective in environments where technology, governance and organisational performance are closely connected.

Known for translating complex operational and technology issues into clear executive decisions, practical governance frameworks and measurable delivery outcomes.

Fellow of the Australian Computer Society and Certified Professional, reflecting senior professional standing, tertiary education in ICT, ethical practice and sustained contribution to the ICT profession. Covered under the ACS Professional Standards Scheme.

RECOGNITION

- 2021, Good Design Award Australia, NightKey Biometric Identity Management
- 2018, SA/NT iAward, Public Sector and Government Project of the Year, Music Solution
- 2018, SA/NT iAward, Research and Development Project of the Year, Music Solution
- 2017, NT Chief Minister's Award, Innovation, Police Watchhouse
- 2017, ACS Digital Disruptor Gold Award, Police Watchhouse
- 2016, National iAward Winner, Public Sector Project of the Year and Infrastructure Platform of the Year, Police Watchhouse
- 2014, AIPM Project of the Year, ICT, NT

CORE CAPABILITIES

- Executive leadership and interim/fractional C-suite leadership
- ICT strategy, digital transformation and enterprise architecture
- Governance design, risk management and board reporting
- Cybersecurity, digital due diligence and vendor remediation
- Project, programme and PMO design
- Managed services, outsourcing and service delivery remediation
- KPI development, data dashboards and performance reporting
- Organisational design and workforce capability planning
- Tender development, government relations and commercial growth
- Crisis response, recovery and business continuity planning

SELECTED CAREER HIGHLIGHTS

- Led transformation of an early childhood organisation from near closure to scalable growth, restructuring central operations, implementing governance frameworks, digital systems and embedded training, enabling expansion from 5 to more than 60 sites and 600 staff.
- Managed interim CEO, COO, HR and GM transitions for multiple clients, delivering stabilisation, board alignment and executive handovers during critical growth or crisis periods, while also providing long-term outsourced CIO capability.
- Created and commercialised a biometric identity platform using R&D funding, moving from proof of concept to market-ready security product.
- Secured and delivered \$23M in new government contracts across NT departments, including Health, Corrections and Justice.
- Directed national-first deployment of forensic facial recognition technologies in collaboration with NT Police and NEC Australia.

EXPERIENCE

July 2018 MANAGING DIRECTOR – CXO ADVISORY - BRISBANE, QLD

- Present Founded and lead CXO Advisory, providing senior ICT, digital transformation and executive advisory services to boards, CEOs and leadership teams navigating growth, regulatory pressure, operational complexity or technology underperformance. Act as an interim and fractional executive across CEO, CIO, COO, GM, HR and transformation leadership functions.

- Prevented the forced closure of a business by stabilising governance, rebuilding leadership capability, implementing compliance reporting and restructuring operational support across a multi-site early childhood education provider.
- Enabled scalable growth by designing strategic plans, KPI frameworks, executive dashboards and board reporting mechanisms that improved visibility, accountability and decision-making.
- Improved operational control across distributed services by building centralised data and BI reporting capability for compliance, workforce activity, service delivery and performance monitoring.
- Reduced delivery and technology risk by conducting cybersecurity, platform and vendor due diligence, identifying control gaps and developing practical remediation plans.
- Strengthened executive and frontline performance by restructuring ICT, operations, HR, finance, communications and service delivery functions around clearer accountability, reporting lines and decision rights.
- Led the end-to-end design, project management and hands-on development of a customised Odoo ERP platform for a mining equipment company, replacing fragmented operational processes with integrated workflows across sales, procurement, inventory, service, finance and reporting.
- Secured external funding and commercial opportunities by preparing government tenders, grant submissions and commercial proposals across technology, law enforcement, education, innovation and operational improvement initiatives.

EXPERIENCE

- May 2015 – June 2018** **NATIONAL SOLUTION MANAGER – NEC AUSTRALIA – DARWIN, NT**
Accountable for the national strategic design, development and deployment of secure identity and biometric technology solutions across law enforcement and corrections. Led commercial, technical and consulting operations with direct responsibility for regional financial performance and client growth.
- Delivered NightKey, Police Watchhouse, NeoFusion and Forensic Face solutions, all pioneering use cases in identity management, significantly advancing global capability within the biometric industry.
 - Secured a \$14M contract with NT Police to provide facial recognition as a managed service.
 - Established a long-term innovation partnership with NT Police for joint R&D in biometric identification, including initiatives related to identification of deceased persons and human remains.
 - Delivered a secure music platform to NT Corrections, transforming digital content access and supporting rehabilitation.
 - Led multidisciplinary project teams across product design, infrastructure, stakeholder alignment, training and service transition.
 - Won \$23M in new revenue through panel contracts and departmental engagements.
 - Delivered high-value engagements in court systems, data governance and project services.
 - Co-created and launched an internship programme with NT Government and Charles Darwin University, onboarding six students into permanent roles and addressing skill shortages.
- April 2011 – May 2015** **ACCOUNT DIRECTOR – NEC AUSTRALIA – DARWIN, NT**
Led the Northern Territory Government outsourced ICT contract (200 staff), managing service delivery across remote and metropolitan sites, including major projects and emergency coordination.
- Delivered the Northern Territory Government Windows 7 upgrade to more than 16,000 devices on time and on budget.
 - Implemented disaster recovery and pandemic planning simulations in 2015, later activated during COVID in 2020.
 - Spearheaded rapid restoration of ICT services to remote communities following cyclone and flooding events.
 - Established a dedicated Problem Management function, reducing incidents and supporting contract renewal.
 - Directed major NT Government transformation programmes, aligning PMBOK principles with agile delivery approaches.
 - Oversaw the rapid eradication of a major virus outbreak affecting 16,000 users and 500 servers.
- June 2006 – April 2011** **INFRASTRUCTURE MANAGER – AUSTRALIAN SUBMARINE CORPORATION – OSBORNE, SA**
Led the establishment of ICT services for the Air Warfare Destroyer shipyard and training facility, supporting (at that time) the nation's largest defence programme.
- Designed and coordinated successful on-time, under budget delivery of core ICT services for the new ASC Shipyard complex and MSC Training Facility.
 - Delivered office services, audio visual services, shipyard mobilisation, wired and wireless networks, Cisco telephony, digital radios, standard operating environments and facilities technology.
 - Oversaw fibre reticulation, security systems, building management system requirements and data centre and communications room requirements.

PROFESSIONAL & VOLUNTARY LEADERSHIP

- Australian Computer Society, QLD Branch Member, 2026 to present
- ACS Technical Advisory Board, Data Sharing Committee Member, 2024 to present
- ACS NT Branch Chair, 2016 to 2020
- ACS National Congress Member, 2016 to to 2020
- ACS NT Honorary Secretary, 2014 to 2015
- Board Member, Ministerial Digital Advisory Committee, NT Government, 2016 to 2020
- Board Member, Healthy Living NT, 2015 to 2019
- Established the inaugural NT Awards in Digital Excellence, supported by the Minister of DCIS (IT) and hosted at NT Parliament House.
- Regular co-host of technology segments on ABC Darwin Radio 105.7, discussing information technology, practical advice and ICT sector development.
- Hosted ICT industry events as MC and keynote speaker
- Advised the Minister responsible for Information Services in the NT Government through MDAC.