

Contact

mr@phil.scot

www.linkedin.com/in/mrpjscott
(LinkedIn)

Top Skills

Contact Center Transformation

Information Technology

IT Security Operations

Languages

English (Native or Bilingual)

French (Elementary)

Certifications

Certified in Cybersecurity (CC)

Phil Scott, MACS Snr CP

Head of Information Technology (IT) | IT Strategy and Leadership
| Digital Transformation Projects | Cybersecurity | Strategic
Partnership | IT Operations

Greater Sydney Area

Summary

I am a problem solver at heart, driven by the belief that technology has the power to transform businesses and solve complex challenges. I'm passionate about using technology to create more efficient, secure, and effective processes, always looking for opportunities to drive improvement. Whether it's refining workflows or introducing new solutions, I thrive in environments where innovation and transformation are key. For me, simply 'keeping the lights on' isn't enough - I'm constantly looking ahead, identifying areas for growth and optimisation.

With a detailed, strategic approach, I focus on the big picture, ensuring that today's decisions align with long-term business objectives. I'm often complimented for my ability to remain calm in critical situations, effectively coordinating cross-functional teams to achieve the best outcomes. My experience reporting directly at C-Suite level has sharpened my business acumen, allowing me to bridge the gap between technology and business strategy while remaining hands-on when needed.

I'm proud to be a Senior Member of the Australian Computer Society (ACS) and ISC2, staying committed to ongoing learning, development, and networking to keep pace with advancements in technology and information security. This commitment helps me ensure that my teams and I are always aligned with the latest industry trends and best practices, delivering innovative solutions that are both secure and scalable.

My leadership style is approachable, inspiring, and knowledgeable, and I take pride in cultivating a collaborative environment where my team can thrive. I believe in empowering my teams to achieve more together than any individual could alone. I focus on fostering growth and development, which has resulted in zero undesirable attrition in

my team since 2021. Even through times of change and uncertainty, I've led with a positive and supportive approach, ensuring my team stays motivated and engaged.

Specialties: Head of IT; Technology Strategy & Planning; Change Management; IT Governance; Strategic Leadership; Leadership; Leading High Performing Teams; Cybersecurity; Data Security & Analytics; Program Management; Project Management; Procurement Management; Stakeholder Engagement; System Architecture; Compliance & Security; Salesforce Development; Data Management; Risk Management; Global Mindset; Cross Functional Teams; Budget Management; Vendor Management; Business Acumen; Infrastructure Management; IT Operations; Agile.

Experience

Mable

Head of IT

June 2021 - Present (4 years 9 months)

Australia

Accountable for enhancing and optimising IT services for Attain Healthtech, including the improvement of Business Systems such as Salesforce CRM and maintaining ISO 27001 Information Security certification. Implemented an IT and Business Systems vision and strategy aligned with business objectives to achieve scalability and operational efficiency. Lead a team of 9, manage OPEX and CAPEX budget, and support an enterprise of 400+ employees.

IRI

Infrastructure and Workplace Technology Manager - APAC

April 2019 - June 2021 (2 years 3 months)

Sydney, Australia

Accountable for supporting and enhancing Workplace Technologies across the APAC region, leading efforts to transform legacy infrastructure and scale IRI's Liquid Data and Unify visualisation platforms. Worked cross-functionally with global counterparts and shared services teams, including a team in India, to manage systems implementation and coordinate resources outside the immediate team. Manage a team of 6 members, managing OPEX and CAPEX

budgets, and supported 400 employees across Australia, New Zealand, and South Korea.

OFX

12 years 5 months

Head of IT Operations

April 2016 - March 2019 (3 years)

Sydney

Internally promoted to lead operational improvements across technology and business processes, with a strong focus on partnering with business units to drive process enhancements and cost efficiencies. Accountable for minimising infrastructure and service disruptions in a highly regulated 24/7 operating environment. Led a global team of 10 supporting approximately 420 staff across Australia, United Kingdom, North America, and Asia. Managed OPEX and CAPEX budgets.

Infrastructure Manager

March 2012 - March 2016 (4 years 1 month)

Sydney, Australia

Accountable for overseeing the organisation's IT infrastructure, including planning, design, implementation, and maintenance, to ensure alignment with business goals. Managed the infrastructure team, optimised system performance, and ensured the security, reliability, and scalability of network, server, and cloud environments. Key responsibilities included maintaining and enhancing database and website infrastructure, managing global technologies, and implementing strategic technology solutions to support growth and operational efficiency.

Systems/Network Engineer

November 2006 - March 2012 (5 years 5 months)

Sydney, Australia

Oticon Australia Pty Ltd

IT Support / Systems Administration

September 2003 - November 2006 (3 years 3 months)

Sydney, Australia

Penrith City Council

IT Trainee / IT Support

January 2001 - September 2003 (2 years 9 months)

Sydney, Australia

Education

Diploma of Information Technology (Network Engineering)