

FITT Executive Profile

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**Jenny Wood, Director IT,
Products and IT
Enablement, Telstra**

What is your current role and what is your scope?

My current role is Director IT, Products and IT Enablement within Telstra. In this role I have two responsibilities within the Information Technology Leadership team. I look after the IT delivery of products and pricing for products such as Mobiles, ADSL, and Bundles for our Telstra Innovation Products and Marketing division. The other part of my role is enabling the delivery of the IT Strategy and our business operations. Within this role I look after our IT financials, IT portfolio management, our cultural and people programs as well as compliance, audit and risk for IT.

What attracted you to a career in ICT?

I finished school well and wanted to do something that was challenging but wasn't the traditional path of medicine or law. A high school careers counselor suggested that I look at the new Information Technology degrees that were being offered through many of the universities. The degree and the career were appealing because of the mix between technical and people orientation, as well as the significant business skills focus for the degree. The complexity of technology was challenging and would require the mathematics and science that I enjoyed at school, whilst the creation of solutions and business aspects of the IT degree appealed to my desire to work with people.

Tell us about the highpoints and lowpoints of your career.

There have been many challenges and successes across my career – I don't really have low points just times that are more challenging to be successful within and much harder work than others. As a result of having experience in ICT I have had some great opportunities.

One key highlight which was also probably one of the most challenging roles I have held was the opportunity to run an end to end business selling messaging solutions – so product development, marketing, sales, technology, and operations.

The role was both an amazing people and customer challenge, incredibly hard work as well as a fantastic opportunity to grow and learn.

What does work life balance mean to you?

My family is incredibly important to me. For me work life balance is about being present – I will work incredibly hard during the week and spend significant time travelling – but when I'm in Sydney I am home for dinner and get to spend some time with my family. I then ensure my weekends are where I am absolutely focused on my family. I will do everything I can within the week to ensure that I keep that time free. I also have an incredibly supportive family and employer. I am able to work from home and this allows me to attend School functions, assemblies and do school drop offs for my daughter during the week and I make sure those are scheduled into my diary as a priority and we work around those wherever possible.

What attracted and kept you in the ICT industry throughout your career?

I have either been within IT or in the ICT industry through my career. The diversity I have been able to span has kept me challenged and interested throughout. My roles have ranged from traditional IT delivery and IT operations through to the end-to-end management of an IT business and significant operational management roles (Call Centres, Billing, Provisioning, Credit and HR) within a Telecommunications company. This diversity has meant that there is always a new opportunity or challenge to approach. Another key aspect of my career has been the people I've met – through my career I've met and had the opportunity to work with many amazing people who I've had the opportunity to learn from and in cases guide.

What ambitions personal or professional do you still want to achieve?

Where do I start... Personally I love to travel and love history, which is a passion I share with my family and together we have so many places that we want to visit. Professionally I want to keep learning and continue to have the opportunity to do challenging roles that make a difference to our customers and our people.

What's the one piece of advice you'd give to yourself starting out on your career?

Take opportunities as they come – even if they don't look obvious or exactly match what you were looking for. Many of the roles that I've learnt the most from have been roles which weren't the traditional IT career progression roles. These have taught me skills and approaches and left me with a breadth of experience that I couldn't have planned for.

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females in information technology and telecommunications

