Whakaaturanga Mahi - Job description

Job details	
Job title:	IT Operations and Security Manager
Reports to:	Chief Technology Officer, Innovation & Technology
Direct reports:	7
Key relationships:	
Internal:	Executive Leadership Team
	Management Team
	All Enable New Zealand Limited Managers and Staff
External:	Information Technology and Cybersecurity vendors and service providers
	Funding Agencies
Location:	Palmerston North

Ko wai mātou - Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa. The team at Enable New Zealand are united behind a shared vision, to work towards a non-disabling Aotearoa where there are no barriers to living your best life. We are New Zealand's largest provider of disability and rehabilitation equipment, issuing equipment on behalf of ACC and Disability Support Services (part of the Ministry of Social Development).

We work with a nationwide network of over 500 suppliers and subcontractors to deliver value for our community. Our team support over 7,600 Occupational Therapists and other clinical professionals around New Zealand. Each year, we deliver complex services to thousands of people, enabling those in our disability community to live good lives.

He aha ngā painga ki a mātou - What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi - Role purpose

The purpose of this role is to lead the IT Operations and Security team, supporting and maintaining our core technology systems. This includes end-user computing, collaboration technology, on-premises and cloud infrastructure, and mobile device management. It is also at the heart of our IT service management functions that include in-house service desk, web, systems, and application specialists. Reporting directly to the Chief Technology Officer (CTO), the job entails working closely with Enable people leaders, staff, project teams, and external partners to ensure the smooth running of all IT functions, edge devices, and ensure our people have a fantastic user experience. The role will lead and be accountable for the day-to-day operations and security of all IT and digital systems and services. You will be part of a positive and productive working environment, driven by values and a people-centered culture.

Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
Manage IT Services	• Manage the identification and resolution of service and security incidents and problems, and, where required, escalation to and coordination of resolution with suppliers. • Manage the delivery of operational (Tier 1 and 2) support with a focus on the user experience of the business.
People Leadership	• Provide leadership, support and development for the IT Operations and Security team through: setting clear and consistent standards, developing, empowering, and building commitment with your people, addressing performance related issues, managing conflict, and building effective teams. • Promote and maintain a culture that achieves a high level of morale within the team and encourages performance, productivity, openness, employee satisfaction, and trust. • Instil a strong customer service ethic, focused on high levels of customer satisfaction with the services provided.
Problem Management	• Manage and minimise the impacts of incidents and problems on the business and the prevention of recurrence of issues. • Oversee and support incident management practices.
Practices	• Research and implement best practice infrastructure and security policies, structures and procedures. • Continuously improve IT service management processes aligned to Information Technology Infrastructure Library (ITIL)
Collaboration	• Collaborate closely with project delivery teams, business users, and third parties.
Inventory Management	• Manage IT hardware procurement across all offices and locations.

Supporting disabled people and their whānau to live everyday lives in their communities

Key objectives	Responsibilities
	• Security of physical and digital assets. • Lifecycle management for software and hardware assets.
Maintain Relationships	• Build relationships with core service providers and represent Enable New Zealand's best interests in negotiating and managing technology contracts. • Build strong relationships with key stakeholders across the business.
Vendor and Service Management	• Scope and define the overall service and operations model including how the various parties involved align to ensure comprehensive service support. • Assist in the procurement of vendors and ensure that all service delivery partners deliver services to agreed policies, standards, service levels, objectives, priorities and performance measures as set out in their relevant contracts, SLAs, and other performance related documentation. • Effectively manage, monitor and report on all performance related documentation (contracts, SLAs, OLAs, etc.) and provide effective issue resolution.
Technical Leadership	• Evaluate technical trends and provide recommendations to the CTO. • Provide expert technical advice in network and cloud infrastructure services and cybersecurity. • Help define, develop and deliver the hardware and software requirements for Enable New Zealand staff • Act as the subject matter expert during the implementation and throughout the life of key technologies and associated support services • Manage, monitor and report on performance related documentation and issue resolution.
Cybersecurity	• Develop and implement comprehensive cybersecurity policies and procedures to protect Enable New Zealand's data and systems. • Monitor and respond to security incidents and threats, ensuring timely resolution and mitigation of risks. • Conduct regular security assessments and audits to identify vulnerabilities and ensure compliance with industry standards and regulations. • Collaborate with internal teams and external partners to ensure the integration of cybersecurity measures into all IT projects and operations. • Provide cybersecurity training and awareness programs for employees to promote a culture of security within the organisation.

Supporting disabled people and their whānau to live everyday lives in their communities

Key objectives	Responsibilities
	• Stay updated on the latest cybersecurity trends and threats, and recommend proactive measures to enhance the Enable New Zealand's security posture.
Health, Safety, and Wellbeing *Apply knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation*	• Is familiar with all policies and procedures as they affect the work environment. • Ensure that safe working procedures are practised, and no person is endangered through action or inaction. • Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. • Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	• Apply knowledge of Te Tiriti o Waitangi - Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua - Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these.

Qualifications and Experience

- A relevant bachelor's degree (or equivalent experience and qualifications) in IT, Computer Science, or a related field.
- Demonstrated ability to lead and manage a team of IT professionals, including permanent staff, vendors, and contractors.
- At least 8 years of experience in IT infrastructure and operations, including Windows Server, M365, Active Directory, networks, web and SaaS applications, and cloud platforms such as **Microsoft Azure** or AWS.
- Strong background in cybersecurity, including the development and implementation of security controls, policies and procedures.
- Previous experience with modern ERP and CRM platforms.
- Strong communication and interpersonal skills, with the ability to collaborate effectively with internal teams and external partners.

Skills & Attributes

- Strong negotiation, facilitation, influencing, and relationship building skills

Supporting disabled people and their whānau to live everyday lives in their communities

- Strong analytical and written communication skills
- Strong leadership skills with a proven track record of enhancing team performance and employee engagement
- Strong interpersonal skills with the ability to recognise, leverage, and develop individual strengths and working styles rather than applying one-size-fits-all management approaches
- Confident communicator who can effectively advocate upward and across organisational levels to ensure diverse perspectives and team needs are represented in decision-making
- Dedicated to great customer experience
- Success orientated and committed to achieving challenging objectives and delivering excellence
- Focussed on continuous learning, keeping across emerging trends and technologies

Physical Attributes:

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the Senior Workforce Advisor.

Supporting disabled people and their whānau to live everyday lives in their communities