

Head of Information & Technology	
NAME	
TENURE	<ul style="list-style-type: none"> • Permanent • Fulltime • Start Date:
PLACE OF WORK	Sumner, Christchurch
DEPARTMENT	IT Services
REPORTING TO	Director Corporate Services
DIRECT REPORT(S)	IT Team
FUNCTIONAL RELATIONSHIPS	<ul style="list-style-type: none"> • Executive & Senior Leadership • Corporate Services • IT Team • Managers & Team Leads • Key vendors & support partners
TRAVEL	National as required
SCOPE OF THE ROLE	<p>The Head of Information & Technology (IT) role is responsible for the optimisation and oversight of our technical infrastructure and operations. It leads a team of highly skilled professionals in managing technical projects and ensuring the reliability, scalability and efficiency of our systems to support business and service goals.</p> <p>It is responsible for the implementation and maintenance of IT industry standards best practice from current business systems. Working collaboratively with senior leadership it manages the conversion of organisation strategy to user-friendly IT structures, processes and solutions by way of Change and Project Management methodology.</p>

KEY ACCOUNTABILITIES	
Technical Strategy	<ul style="list-style-type: none"> • Collaborate with Senior Leaders to provide for technical operations aligning with strategic objectives and business goals • Develop long-term strategies for infrastructure improvement, upgrades, maintenance and resource-optimisation • Using Change Management & Project Management methodology to provide the leadership and technical expertise in all technical projects • Investigation into the feasibility of new and emerging technologies to optimally support effective business processes
IT Systems & Infrastructure (Operational Management)	<ul style="list-style-type: none"> • Ensure adherence to industry standards, regulatory requirements and cybersecurity best practices • Oversee the daily operations of IT and technical systems ensuring minimal downtime and maximum efficiency • Trouble shooting and response to issues from other departments are responded to promptly and helpfully • Monitor and maintain systems, networks, platforms to ensure high availability and performance • Proactively identify and mitigate risks related to system vulnerabilities or operational inefficiencies • Develop and implement operational processes, standards and best practices. Specifically, this will include data backup solutions and processes
Team Leadership	<ul style="list-style-type: none"> • Lead, mentor and manage a team of creative and technical experts including, but not limited to, day-to-day, induction, performance appraisal and support, process leave applications, exiting and resourcing • Foster a collaborative and innovative team culture promoting inclusion, professional development • Manage vendor relationships and oversee procurement of technical tools and services
Planning, Reporting & Administration	<ul style="list-style-type: none"> • Strategies, projects and business as usual are formalised in high standard planning documents • Annual IT plan is developed, maintained and put into effect • Technical Projects are delivered on time, within budget and aligned with business requirements • Organisation process and procedure is used to provide for collaboration, collegiality and efficiency in work • Develop and implement disaster recovery and business continuity plans

	<ul style="list-style-type: none"> • Ensure there are robust IT asset management and software licensing processes in place
PERSON SPECIFICATION	
REQUIRED	<ul style="list-style-type: none"> • IT tertiary or relevant L.7 qualification or higher (IT, or Computer Science) • Five+ years' experience working in a Lead IT position with a proven track record • Strong commercial management skills • Excellent communication skills • NZSL proficiency (or commitment to learn) • Current and clean Driver's License
DESIRABLE	<ul style="list-style-type: none"> • Relevant industry experience and proven knowledge of the education sector • Strong understanding of IT infrastructure, cloud platforms and network operations • Builds and maintains positive work relationships • Commitment to ongoing professional development • Pragmatic problem solver • Detail orientated and an excellent understanding of IT in a 'big picture' context • Welcomes constructive feedback and engages in personal reflective practice • Solution focused and forward thinker • Manages conflict with respect, diplomacy, and a view to win/win outcomes • Structured approach to planning and able to put those plans into effect
ATTRIBUTES	<ul style="list-style-type: none"> • High levels of integrity and professionalism • Innovative • Creative • Methodical • Meticulous • Confident • Approachable, friendly, 'people-person' with the ability to positively influence senior stakeholders • Conciliatory • Common-sense • Analytical • Kind • Empathetic to the Deaf community

SIGNED:

DATE:

(enter name)

Head of Information & Technology

(enter name)

Director of Corporate Services
