

**Job Description**

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| **Job Title** | IT Manager |
| **Reports to** | GM Corporate Services |
| **Service** | Corporate Services |
| **Direct Reports** | 5FTE |
| **Location -** Wāhi**:** | 140 Hobson Street, HomeGround |

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| **Te Tāpui Atawhai – Auckland City Mission**  **Background - Ko wai mātou** |
| Te Tāpui Atawhai – Auckland City Mission supports Aucklanders in greatest need. Our services have evolved as the city’s social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all.  Since our doors opened more than 104 years ago, this has been our ‘why’. We offer support for however long and in whatever way needed – for some people that’s simply accessing one of our many services, for others that’s a complex journey with our full support.  The Mission, known as Te Tāpui Atawhai since July 2021, sees its Māori name as symbolising a commitment to understanding and addressing the impact of colonisation and contributing to the nation's healing process and acknowledging that existing economic, health, and social inequities for Māori are caused by breaches of Te Tiriti which are on-going.  Te Tāpui Atawhai is committed to upholding Te Tiriti o Waitangi, doing so is core to achieving our organisational mission and vision. This commitment underpins our work and is foundational to our mission, vision and values as a Tangata Tiriti organisation. This commitment is demonstrated in everything we do as an organisation, and we are committed to fostering a diverse and inclusive workplace where staff feel valued and respected. |

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| **Position Purpose - Te Kaupapa o Te Tūranga** |
| The IT Manager sits within the Corporate Services Team and leads a small team of IT Professionals. You will provide both strategic oversight and hands-on technical expertise to manage and optimise the Mission's IT infrastructure, systems, projects and services. We are seeking an experienced and dynamic IT Manager to join our team.  The ideal candidate will be a forward-thinking leader with a strong technical background and the ability to implement IT solutions that align with the Mission’s goals. You will lead a small team of IT professionals while playing an active role in daily operations and long-term technology planning. |

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| **Key Responsibilities – Ngā Kawenga Matua**  **Service Leadership:**   * Contribute to the Leadership of the Mission including role modelling a culture that embeds the Mission’s values of Manaakitanga, Atawhai, Rangapu and Manatika/Mana Orite and demonstrates through your actions commitment to Te Tiriti o Waitangi. * Ensures that any racism, inequity and culturally inappropriate behaviour at the Mission is addressed   IT strategy   * Develop and execute IT strategies that support and drive the Mission’s objectives. * Align technology initiatives with Mission priorities and goals, ensuring that IT is an enabler of operational efficiency. * Evaluate emerging technologies and trends, recommending innovative solutions to stay current. * Provide strategic direction for IT budgeting, resource planning, and project management. * Partner with senior leadership to ensure IT supports organizational need and scalability.   **Hands-On IT Management:**   * Oversee the day-to-day operations of the IT department, ensuring the smooth functioning of all technology systems, networks, and services. * Manage and support IT infrastructure including servers, cloud services, workstations, and networking hardware. * Lead IT projects from conception to completion, ensuring timelines, budgets, and quality standards are met. * Provide technical support to staff and troubleshoot IT issues as needed, maintaining a proactive approach to system stability and security. * Oversee IT service management, including incident, change, and problem management processes.   **Team Leadership:**   * Lead and mentor a team of IT professionals, fostering a collaborative and high-performance culture. * Conduct regular performance reviews, provide feedback, and guide career development for team members. * Develop and enforce IT policies, procedures, and best practices to ensure operational efficiency, security, and compliance.   **Contractor Management:**   * Manage relationships with external contractors, consultants, and IT service providers to support the Mission’s technology initiatives. * Collaborate with contractors to ensure that deliverables meet quality standards, deadlines, and contractual obligations. * Negotiate contracts, terms, and service-level agreements (SLAs) with third-party vendors and contractors. * Monitor and evaluate contractor performance, ensuring that all external resources contribute effectively to IT projects and operations. * Ensure contractors adhere to Mission policies, security protocols, and industry regulations**.**   **Cybersecurity & Risk Management:**   * Ensure the security and integrity of IT systems by implementing and enforcing robust cybersecurity protocols and practices. * Oversee risk assessments, disaster recovery plans, and business continuity efforts. * Manage compliance with data protection regulations, industry standards, and internal policies.   **Data**   * Lead the end-to-end management of a large cross-functional data project, including strategy development, execution, and delivery, ensuring alignment with Mission goals. * Collaborate with various business units, IT teams, and external vendors to gather requirements, set project priorities, and drive the successful implementation of data solutions. * Oversee the design, development, and integration of data infrastructure, ensuring the quality, accuracy, and security of data across systems. * Develop and maintain project timelines, budgets, and resource allocation plans, ensuring that milestones are met, and risks are proactively managed. * Act as the primary point of contact for all project-related communications, ensuring all stakeholders are informed and engaged throughout the project lifecycle. * Ensure compliance with relevant data governance, privacy, and security standards during project execution.   **Budget & Vendor Management:**   * Manage the IT department’s budget, ensuring that resources are allocated effectively and cost-efficiently. * Negotiate with external vendors and service providers to procure software, hardware, and IT services that meet company needs.   **Compliance**   * **Lead a culture of positive health and safety practice and meet requirements of the H&S policies.** * **Ensure the Mission complies with all legal and regulatory requirements and governance protocols (e.g.: NZ Employment Law) and report any breaches as so as they become known.** |

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| Essential - Ngā Pūkenga Nui |
| **Qualifications:**   * Bachelor’s degree in information technology, Computer Science, or similar. * 5+ years of experience in IT management, with a proven track record in both strategic planning IT and hands-on technical support. * Strong experience with IT infrastructure, network management, cloud technologies, data and systems integration. * Expertise in IT security, data protection, and disaster recovery planning. * Excellent leadership, communication, and problem-solving skills. * Proven experience managing IT projects and leading cross-functional teams.   **Preferred Skills:**   * Microsoft Azure * Data infrastructure and planning |

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| **Why join us?** – Haere mai |
| **Cultural Respect:** Be part of an organisation that values and integrates te ao Māori into its core values and operations.  **Career Growth:** Access to professional development and to build skills with a great brand.  **Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.  **OUR MISSION - Tō Mātou Kaupapa**.  We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.  **OUR VISION - Tō Mātou Kitea**  Tāmaki Makaurau where everyone can thrive.  **OUR IMPACT STATEMENTS**   * Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau. * Everyone has access to enough good kai to sustain them and their whānau needs. * Health care is accessible for all, including people living with the effects of trauma, mental unwellness and substance abuse. |