

Your Position

Your job	Manager Business Technology Operations Kaiwhakahaere Mahinga Hangarau Pakihi
Your group	Corporate Services
Your team	Business Technology Group
Your manager	Chief Information Officer
Your base	Council premises within Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

Corporate Services' purpose is to:

- provide advice and management on everything relating to Council's financial planning, budgeting, management and reporting activities
- provide advice and management on procurement, the negotiation of commercial arrangements, Council's property portfolio, and the delivery of programmes and projects
- provide information and technology advice and services
- drive the improvement in customer services and the customer experience, ensuring that each customer interaction lives up to Porirua City values / identity
- provide other internal administrative services.

Your purpose

The purpose of the Business Technology Operations Manager position is to:

- Provide guidance and hands-on leadership for all day-to-day activities within council's IT department, ensuring all systems, services, networks and infrastructure work reliably and securely.
- Lead teams through the planning, acquisition, design and implementation of new technology systems or processes within council.

Who you'll be working with

Your direct reports	• Business & Technology Support Analysts (3) • Business & Technology Technical Analysts (2)
External people and groups	• Consultancy firms and external service suppliers • Government, public organisations and business • Other local authorities • Contractors, consultants and suppliers • Industry groups
Internal people and groups	• Executive Leadership Team, managers and staff at all levels of the organisation • Mayor, Councillors, Council and Committees

Your responsibilities

What you'll do	How you'll do it
Leadership and Management	• Provide high quality advice to the CIO on operations / projects, and ensure the provision of expert advisory service on matters relating to technical outcomes. • Lead a team that is focussed on the delivery of prompt, effective and customer focused service. • Lead teams to develop and implement new technologies, respond to customer requests, and monitor system stability and performance. • Ensure there is strategic alignment between Council's objectives and operational delivery of technology • Develop and implement work practices and processes that ensure compliance with the Health and Safety at Work Act 2015
Strategic & Operational Planning	• Participate in the development of the Long Term Plan, Annual Plan and other Council wide planning activities, by providing enterprise wide planning and prioritisation support • Contribute to the financial strategies related to capital investment programmes, asset management, and other forecasting and budget policies for Council
Operational Delivery	• Maintain all IT Infrastructure, systems and processes ensuring kept operational, current and efficient. • Maintain an up-to-date knowledge of technical processes, functions and requirements. • Lead for implementation of network strategies. • Liaise with all areas of the organisation to provide advice, plan and implement proposed projects, systems and processes for improved operations. • Manage the acquisition and support of software, hardware and supplier performance under contracts of supply. • Plan and maintain disaster recovery, business continuity plans and perform system recovery tasks. • Oversee the hiring, training, and monitoring of Operations staff. • Manage and mentor Operations team to put in their best effort to improve level of performance. • Ensure customer service is timely and accurate daily. • Contribute to improving customer support by actively responding to queries and handling complaints • Produce reporting to inform Chief Information Officer on progress of operations. • Ensure compliance with all company policies and procedures when performing job duties. • Provide support and training for applications, database and other specialist software and IT team members. • Liaise with communications specialists, database specialists, systems analysts and programmers, and Network Designers.

Relationship Management	• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive • Represent Council and the Corporate Services Group at appropriate conferences, seminars and other events
Corporate Responsibilities	• Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	• 5+ years of IT experience, with previous relevant experience in an Information Security, Information Technology, Service Desk Management and Operational Delivery. • Broad knowledge of IT Systems, Azure AD, SharePoint Online, O365 and Information Security principles and practices. • Broad understanding of IT principles associated with networks, internet, email, operating systems, firewalls, VPNs, databases, virus management and intrusion detection. • Ability to communicate technical concepts and align them with business goals and objectives. • Ability to identify and act on opportunities to improve and update software and systems and develop relevant policies and best practice guides for the organization • Assisting with development, deployment and maintenance of security policies, procedures, standards and strategies. • Ability to evaluate and make recommendations on new security products and advising on implementation into existing environments without interruption to services. • Ability to build great relationships with internal and external parties. • Experience of leading teams and delivering exceptional customer service • The ability to work with tight deadlines and perform under pressure • Strong written and verbal communicators, able to communicate with team members, management personnel, and end users throughout the organisation • Highly developed enterprise planning skills and stakeholder engagement skills • A high level of resilience and the ability to cope with change • Good process and report writing skills including the ability to articulate and analyse issues • An all-round knowledge and experience of financial and management systems and practices • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues
It'd be great if you are also	• Experience of IT in local government • Familiarity with the Local Government Act 2002 and other relevant legislation • Experience working in shared service environments • Knowledge in customer focussed methodologies

Last updated October 2025



Porirua City Council supports an inclusive and welcoming environment and is a member of Diversity Works.