Position Description

Head of IT

Date	August 2025
Purpose of position	Lead and manage the port's IT team, strategy, infrastructure, cybersecurity, and digital transformation initiatives. This role ensures technology aligns with organisational goals, supports innovation, and maintains robust systems for port logistics, safety, and administration.
Reports to	Chief Executive
Key Relationships	• Leadership team • All Port Otago end users • Key vendors as the Port senior relationship manager
Direct Reports	• Technology Strategist • Senior Engineer • Core Systems Analyst • Service Desk Transformation Lead • IT Administrator
Qualifications & Requirements	• 10+ years of IT experience with 3+ in a senior leadership role • Clear understanding of industry best practice and proven experience of successful implementations, particularly with respect to strategic data, cybersecurity and cloud infrastructure • Track record of building and maintaining strong vendor partnerships • Strong technical background across IT • Experience leading change management and systems rollouts • Degree in a technical discipline and relevant project management experience • Excellent communication skills - verbal and written • High quality leadership, coaching and mentoring skills • Proven experience managing and executing a complex set of priorities and projects • Ability to work well and prioritise under pressure • Excellent organisational skills, strong attention to detail, high regard for accuracy

Core Responsibilities

Health & Safety	• Takes responsibility for own and others safety. • Follow all Port Otago health and safety guidelines and procedures. • Report all incidents, accident and near misses accurately and in a timely manner. • Follow injury management processes to ensure first aid is provided and follow up treatment delivered. • Assist kaimahi to correctly complete reports via Damstra system. • Participates in and supports induction and on-going training programmes. • Ensure adherence to safety standards, statutory and legislative requirements, & Port Otago policies and procedures. • Proactively work to create safer systems of work. • Comply with work area PPE requirements and follow the "Take 5" personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attend Runaka meetings as required. • Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol. • Any visitors or contractors have completed the online Health and Safety Induction, have completed a Site Induction, and wear appropriate PPE.
Team leadership	• Lead, coach and manage the IT team, fostering a culture of resilience, grit, delivery and dependability. • Manage and mentor the team providing growth opportunities to cement the ethos that working at the Port is a career, not a job. • Escalation point for users and vendors. • Day to day team management e.g. leave approval, assignment of duties, 1:1s.
Strategic Leadership	• Develop and execute the technology roadmap in line with business strategy. • A deep understanding of risk and the ability to articulate and propose remediations in proportion with the actual business risk • Understand the direction of travel of global technology and regularly assess the IT roadmap against these to ensure the Port is building secure IT solutions, fit for the future. • Advise leaders on emerging technologies and innovation opportunities.

	• Provide project leadership and governance to support achievement of Port's strategy. • Set and manage the technology budget.
Infrastructure & Systems	• Oversee infrastructure to support the business. • Ensure high availability and performance of critical systems. • Manage cybersecurity and adapt to emerging threats.

Vendor & Stakeholder Relationships	• Develop and maintain relationships with external IT service providers and technology vendors.
	• Oversee the network of vendors as a trusted set of partners upon which the IT team can rely on to:
	   - Maintain and monitor the environment
	   - Burst into their expertise where internal skills require assistance.
	• Negotiate contracts and continually monitor vendor performance to ensure delivery exceeds expectations.

Team Contribution	• As a key member of the Leadership team contribute to the overall Port strategy and lead discussion on the role technology and cybersecurity play across the business • Senior steering group member for all large or high-risk projects • Develop open honest and respectful working relationships with all team members and all staff • Challenge the status quo in the spirit of continuous improvement and health of our data and technology assets • Actively promote company policies of health and safety, quality and environment • Actively listen to ideas and ensure the rationale for decision making is clear
Personal Development	• Build plans aligned to annual activity, agree these and objectives with Chief Executive and arrange for regular reviews • Identify training aligned to the strategy and relay learnings to the team

Key Performance Measures

Leadership	• Regularly communicates with team members to support the development of a team that is resilient, dependable and delivers in line with agreements
Delivery to strategy	• Key projects delivered in agreed time and to budget • Demonstrate awareness of emerging technologies and integrates relevant innovations

	• Provides strategic insights that influence leadership decisions
Infrastructure & Systems	• Maintains stable, secure, and scalable infrastructure • Ensures systems meet operational needs with minimal disruption • Responds effectively to incidents and implements preventative improvements • Maintains strong cybersecurity protocols and promotes awareness across the organisation • Leads regular reviews and updates of recovery and response plans
Vendor & Stakeholder Relationships	• Builds collaborative, long-term relationships with vendors • Ensures vendor services are delivered in line with Service Level Agreements
Budget	• Manage the annual budget cycle ensuring expenditure is aligned