

IT Services & Infrastructure Manager

Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as Environment Canterbury, is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

Aronga | Purpose

The purpose of this role is to champion the resilience, reliability, and efficiency of ECan's digital foundations by providing clear leadership and governance across IT services, infrastructure, platforms, and contracts.

Reporting to the General Manager Digital, the IT Services and Infrastructure Manager provides oversight of the Team Leader Infrastructure & Platforms, the Team Leader IT Service Delivery, and the Contracts Management Advisor. This role ensures that ECan's core IT environment and supplier relationships are strategically aligned, cost-effective, and responsive to the needs of our people and communities.

This is a governance and leadership role. The Team Leaders and Contracts Management Advisor hold responsibility for operational delivery and technical expertise, while this role ensures strategic alignment, prioritisation, assurance, and vendor governance across these domains. This role exists to:

- Lead and support two Team Leaders and the Contracts Management Advisor, setting expectations, providing oversight, and ensuring alignment with organisational goals.
- Champion IT services and infrastructure as enablers of organisational performance and community outcomes.
- Oversee governance and assurance of infrastructure, platforms, service delivery, and contracts to ensure resilience, security, and value for money.

- Provide the GM Digital with consolidated advice on risks, dependencies, performance, and opportunities.
- Strengthen partnerships across ECan, with mana whenua, vendors, and sector peers to ensure our digital services and contracts are future-ready and culturally aligned.

As a people leader, this role will provide engaging and dynamic leadership, integrating operational and functional alignment to drive high performance and deliver quality services to our communities, in line with our values, strategies, ways of working and Long-Term/Annual Plan commitments.

This includes thinking about organisation-wide interests and impacts when interacting with customers or when planning activities and expenditure, collaborating inside the organisation to achieve the desired culture, making sound business decisions and taking ownership of leading and managing our people.

Ngā Haepapa | Accountabilities

Strategic Alignment and Planning

- Support the General Manager - Digital to develop a strategy that leverages infrastructure, platforms, service delivery, and contracts insights to support and contribute to the organisation's strategic objectives, goals and annual planning.
- Develop, lead and maintain a functional team strategy that aligns and supports the overarching digital strategy and organisational goals. Maintain, Review and adapt this strategy to ensure continued alignment with the organisations evolving strategic objectives, priorities and goals.
- Translate this strategy into clear digital roadmaps that ensure consistency between teams. Embedding flexibility into these roadmaps to enable agile responses to emerging opportunities or risks in the infrastructure, platforms and service delivery landscapes allowing for continued alignment to shifts in the organisational strategy and goals.
- Champion IT service resilience and infrastructure reliability as essential enablers of organisational success.

Enterprise Governance and Assurance

- Oversee governance frameworks for IT services, infrastructure, and contracts, ensuring compliance, security, and value for money.
- Provide assurance to the GM Digital and senior leaders on risks, performance, vendor outcomes, and resilience.
- Ensure robust business continuity and disaster recovery planning is in place at a governance level.

Operational Oversight and Prioritisation

- Standardise operational practices, reporting frameworks and foster the use of in-house project management methodologies, to ensure consistency, transparency, and efficiency across teams.
- Oversee prioritisation and sequencing of work across the functions, ensuring resources are directed to agreed organisational priorities, while fostering a culture of shared ownership, collaboration and continuous improvement, while driving alignment between teams and consistency in our ways of work.
- Support Team Leaders to foster a collaborative, adaptive culture that encourages continuous improvement, shared resourcing, and process simplification across functions.
- Identify and manage dependencies between infrastructure, service delivery, and contracts functions.
- Enable consistency in reporting, standards, and governance practices across functions.
- Provide guidance and support to the contracts manager on contract compliance with internal policies, procedures, legal requirements and ongoing industry standards.
- Maintain ownership of contracts under your portfolio ensuring that contractual risks, opportunities and obligations are managed to support the organisations utilisation of assets. Accountabilities of contract management will remain with the Contracts Management Advisor, but ownerships of the contracts will remain with the appropriate DS functional manager.

Stakeholder Engagement and Partnerships

Taking action together to shape a thriving and resilient Canterbury, now and for future generations.
Toitū te marae o Tāne, toitū te marae o Tangaroa, toitū te iwi.

SENSITIVE

- Represent IT services, infrastructure, and contracts collectively across ECan, ensuring alignment to organisational priorities.
- Partner with mana whenua to reflect Ngāi Tahu aspirations, Mātauranga Māori, and data sovereignty principles in digital outcomes.
- Provide oversight of vendor relationships at a strategic level, with the Contracts Lead managing procurement and the Team Leaders managing operational delivery.
- Represent ECan in sector forums, professional networks, and government collaboration initiatives.

Continuous Improvement and Ways of Working

- Promote a culture of service excellence, continuous improvement, and adaptability across all three functions.
- Identify opportunities to improve system performance, service reliability, contract value, and user experience.
- Support adoption of new tools, frameworks, and practices that strengthen resilience, security, and efficiency.

Leadership

- Lead, coach, mentor, and develop direct reports the two Team Leaders (IT Service Delivery, Infrastructure and Platforms) and the Contract Management Advisor, ensuring their functions are aligned and operating effectively, while supporting them to create a high performing and engaged workforce through:
- Creating a clear vision, direction, and priorities, harnessing the energy, commitment, and creativity of direct reports to deliver business outcomes.
- Developing and maintaining strategies, annual plans and work programmes to deliver a fit-for-purpose function.
- Encouraging kaimahi (team members) to develop their te ao Māori confidence.
- Taking appropriate and proactive actions to reward and recognise performance and address poor performance or behavioural matters.
- Maintaining an overview of workload to ensure resources are sufficient to deliver on agreed programmes of work.
- Ensuring the ongoing development and growth of kaimahi capability by leading and developing direct reports through regular performance reviews, coaching and feedback; creating a high performing, engaged and aligned culture, seeking advice from your manager or People and Capability where required.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.

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SENSITIVE

- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. People leaders' responsibilities include:

- Understand the health and safety and risk obligations that rest with this position and act at all times to ensure accountabilities are met.
- Maintain a safety-focused culture where health, safety and wellbeing are at the heart of decision making for kaimahi and the communities within which we operate.
- Maintain an enquiring mind, undertake due diligence and apply knowledge of best practice to ensure a detailed understanding of any risks kaimahi may face in their mahi and ensure these are appropriately removed or mitigated.
- Ensure awareness of and compliance with legislative and operational standards, and that relevant certifications are maintained.
- Ensure methods are in place to recognise and celebrate best practice and safety innovation.
- Provide opportunities for team involvement, education, and genuine participation in safety matters.
- Ensure methods are in place for all kaimahi, contractors and suppliers to be appropriately inducted and certified to carry out tasks safely.
- Ensure any organisational audit and assurance programme is undertaken as required and results are acted upon and regularly reviewed.
- Ensure processes are in place to communicate, consider and respond to information about health and safety.
- Take a planned approach to identify, analyse and manage risks within the section.
- Ensure regular monitoring and reviews are undertaken of risk controls and their effectiveness in relation to legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to General Manager of Digital
- Provides oversight and direction to the Team Leaders of Infrastructure & Platforms, IT Service Delivery, and the Contracts Management Advisor
- Works collaboratively with other Leadership within Digital Solutions to ensure alignment across all digital functions
- Partners with business managers and staff across ECan to ensure IT services and infrastructure meet organisational needs
- Provides advice and assurance to the GM Digital and senior leaders on risks, dependencies, and performance

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Maintains oversight of strategic vendor and service provider relationships, with the Contracts Management Advisor managing procurement and Team Leaders managing operational delivery

- Represents ECan in sector forums, networks, and industry groups focused on IT service management, infrastructure, and contracts
- Collaborates with local and central government agencies to share knowledge, align approaches, and identify opportunities for joint initiatives

Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- Relevant tertiary qualification in IT, Computer Science, Information Systems, Business, or a related field (or equivalent experience).
- Ongoing commitment to professional development in IT governance, infrastructure management, service delivery leadership, and procurement/contract management.

Mātau ā-wheako | Experience

- Proven senior leadership experience (typically 10+ years) with responsibility for multiple technical or service delivery functions.
- Demonstrated success in leading leaders, with direct accountability for Team Leaders and/or contract leads.
- Strong background in IT infrastructure, service delivery, and/or procurement, with the ability to provide oversight and governance rather than detailed operational delivery.
- Experience in translating strategy into operational roadmaps and ensuring delivery through alignment, prioritisation, and assurance.
- Track record of providing assurance to executives on risks, resilience, vendor performance, and contract outcomes.
- Familiarity with enterprise infrastructure environments, IT service management frameworks (e.g. ITIL), and procurement/contract management practices.
- Demonstrated success in building partnerships with business leaders, vendors, sector peers, and mana whenua.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the Head of Digital Solutions and Architecture level sit beneath each of the following organisational competencies.

Customer Focus

Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.

Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade	Position Code	Last Updated
[...]	[...]	[...]

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed: