

Position Description

Title	IT Manager
Location	East Tamaki Auckland
Reports To	Chief Operating Officer
Direct Reports	Yes

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

To lead and manage the organisation's information technology strategy, infrastructure, applications, and operations. This includes overseeing service delivery, security, vendor and application management, and driving continuous improvement initiatives aligned with business objectives.

The IT Manager is responsible for supervising and managing the day-to-day operations of the Business Services Team, encompassing IT support, Application support including Systems Support teams and application development. Responsibilities include managing help desk and service queues, infrastructure and security design, vendor management, integrating acquisitions, supporting key applications, such as CMS systems, booking portals, client reporting, and collaboration tools includes O365 and Monday.com.

It includes the management of a two developer team for in-house applications. The role manages approximately twelve FTEs.

Habit Health's IT ecosystem comprises complex Microsoft environments, in-house and third-party developed applications, a private nationwide WAN/LAN, a virtual data centre, a national footprint of offices, and ongoing M&A activities.

This role will partner and collaborate across the organisation providing knowledge, resources and tools that will enable Business Services to deliver exceptional customer services support to Habit Health, based on current best practice and aligned to our vision, values and culture.

This position description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative environment.

Key Accountabilities

Strategic IT Planning and Governance

- Develop and implement IT strategies aligned with business goals.
- Contribute to the long-term IT strategy, ensuring alignment with Habit Health's objectives.

- Contribute to technology adoption and digital transformation initiatives alongside the Chief Innovation Manager.
- Participate in maintaining and developing the overall IT Governance Frameworks.

IT Operations and Continuous Improvement

- Oversee daily IT operations ensuring system availability, security, and performance.
- Ensure continuous improvement in IT and application support functions, delivering a seamless customer experience.
- Manage Enterprise Architecture, ensuring documentation of networks, servers, applications, and cloud services.
- Establish processes for change management to document and assess the impact of system changes.
- Lead post-incident reviews and continuous service improvements.

Security, Risk, and Compliance Management

- Maintain full compliance with cybersecurity standards, overseeing the Information Security Manual (NIST CSF-based).
- Ensure the right tools and processes are in place to manage and monitor security risks.
- Develop and test disaster recovery and business continuity plans, including crisis management protocols.
- Conduct regular audits and security assessments.
- Implement data governance protocols to ensure the integrity, security, and privacy of organisational data.

Application and Data Analytics Management

- Manage key business applications, ensuring they meet organisational requirements.
- Lead initiatives to improve data analytics capabilities for business decision-making.
- Ensure effective application lifecycle management, from design to decommissioning.
- Maintain clear documentation for application support and change processes.
- Deliver to key performance and satisfaction KPIs
- Ongoing software development of the in-house CMS system,

Vendor, Project, and Budget Management

- Manage all vendor relationships, including contract negotiations and monitoring SLA performance.
- Oversee the delivery of new systems, technologies, and services, ensuring timely and cost-effective outcomes.
- Ensure the integration of technology platforms from acquisitions.
- Maintain budgetary oversight, ensuring budgets and forecasts reflect ongoing investments.
- Identify and recommend cost-saving initiatives.

Stakeholder and Relationship Management

- Exhibit best-practice customer service delivery for all users and stakeholders.
- Maintain strong relationships with internal and external stakeholders, including the executive team, vendors, and service providers.

- Communicate Habit Health’s vision, values, purpose, and objectives effectively with all stakeholder groups.

People Management

Managers are representatives of Habit Health both when dealing with external customers or stakeholders, and when dealing with internal employees and contractors. Managers have a lead role in establishing and promoting our expected standards of behaviour and integrity. As a manager you are expected to:

- **Manage employees** in line with the Code of Conduct, and other Habit Health policies, processes, standards and systems in place to support you as a manager (eg. recruitment, new hire induction, coaching, performance management).
- **Lead, model and promote** the expected standards of behaviour with integrity within the Code of Conduct and other policies and processes, providing employees with education on these where needed. Support and manage messaging to staff on business direction and decision in positive and challenging situations. Lead by example and encourage a positive, productive, and safe team culture.
- **Represent Habit Health positively** when interacting with your staff and deliver its policies, changes, initiatives or decisions in a manner consistent with Habit Health’s intentions.
- **Take ultimate responsibility** for work quality, development, actions and decisions of employees in your team to ensure initiatives of the group business plan are met.

General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi • Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.





Key Performance Indicators

Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle. This may include:
 - **System Uptime and Performance:** Maintain 99.9% uptime for critical systems.
 - **Issue Resolution Time:** 90% of helpdesk tickets resolved within SLA.
 - **Project Delivery:** Deliver projects on time and within budget.
 - **Security Compliance:** Zero major security incidents annually; regular completion of security audits and incident response testing. All developed code is delivered with a high level of security and documentation
 - **Vendor Management:** 100% of vendor contracts meet performance standards; conduct annual reviews.
 - **Budget Management:** Operate within allocated budget with less than 5% variance.
 - **User Satisfaction:** Achieve 85% satisfaction rate in annual IT service surveys.
 - **Team Development:** All team members to complete at least one professional development activity annually.
 - **Stakeholder Engagement:** Maintain strong stakeholder relationships and positive feedback on service delivery.

Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

<p>Customer focus*</p>  <p>Act with the customer in mind and ensuring the customer is at the centre of everything you do.</p>	<p>Motivation to achieve</p>  <p>Be action-oriented and respond positively to challenges and opportunities.</p>	<p>Teamwork</p>  <p>Work together constructively and put the team ahead of individual success.</p>	<p>Leadership**</p>  <p>Provide clear direction and build commitment within the team to achieve Habit Health objectives.</p>
---	---	--	--

*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

**Only applies to people managers and roles on pathway to leadership.

Culture

Exemplify our vision, purpose, and values in everything that you do.

Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

Qualifications, Knowledge, Skills and Experience

Qualifications

- Tertiary qualified in IT or appropriate discipline.

Experience

- Minimum of 4 years' ICT management experience, in a similar role.
- Demonstratable DevOps experience from prior role/(s).
- Technically proficient, experienced developing and implementing technical solutions and strategies based on current ICT best practice.
- Experienced leader, capable of coaching a team of results orientated, solutions-focussed I.T business service professionals.
- Advanced conflict resolution, negotiation and decision-making skills.
- Experience with deployment, migrations and integration of Microsoft Exchange Server, Windows Server, Windows OS, Office 365, Active Directory, Group Policy, PC Hardware, Gensolve (desirable).
- Experience in leading risk management, business continuity and disaster recovery planning and execution.

Personal Attributes

- Strong personal maturity with the ability to prioritise and delegate.
- Well-developed leadership skills, comfortable coaching for performance and leading by example to deliver customer-focused best practice solutions to the wider business.
- Experience developing and implementing technical solutions and strategies coupled with an ability to analyse, test and implement fit-for-purpose solutions (Hardware/ Software/ BI/ Network design).
- Analytical out of the box thinker: planning, analysis and problem solving.
- Able to identify opportunities to deliver business improvement initiatives using information technology, RPA & AI solutions.
- Proven leadership abilities: able to lead a team of IT professionals delivering multiple complex projects: systems, BI, hardware/network and help-desk support.
- Collaborative team player, able to work as part of a team (not always the team leader)
- Advanced communication skills – written and verbal
- Solutions focussed and results driven, able to work in detail and at a strategic level.
- High level of initiative to take on additional responsibilities as needed
- Strong influencing and relationship building skills, capable of getting buy-in in different ways and with different personalities
- Strong executional capability: able to demonstrate a track record of completing projects effectively, meeting stakeholder expectations and deliver projects as expected (managed within scope, time, cost, quality, benefits & risks).
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence