POSITION DESCRIPTION

Be part of our mission:
*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title:	**IT Operations Lead**
Group:	**Organisational Services**
Location:	**Wellington**
Reports to:	**Director IT/ CIO**
Position status:	**Permanent Full-time**
Version date:	June 2025

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Organisational Services

The Organisational Services Group provides the infrastructure and support to enable New Zealand Red Cross to function efficiently. This includes oversight of Finance and Reporting, Risk, Legal, Property, Vehicles, Procurement, Security and Information Technology.

POSITION SUMMARY

The IT Operations Lead is responsible for the delivery of effective support services and capabilities to New Zealand Red Cross internal and external end users. They are responsible for, in conjunction with third party vendors, ensuring user satisfaction with New Zealand Red Cross IT Services.

The primary role of the IT Operations Lead is to ensure the smooth performance of IT and business technologies so that business operations can proceed uninterrupted. The IT Operations Lead will be responsible for managing the day-to-day function of IT operations, ensuring the availability and reliability of systems and networks, fulfilling user and service requests, resolving incidents and issues, managing technology vendors, and implementing new technologies and processes to improve efficiency and productivity. They must ensure that the organisation's IT policies and procedures are up to date and compliant with industry standards and organisation regulations.

The role will also ensure that NZRC operational processes and procedures are efficient, in line with our current Transformation programme, as well as remaining fit-for-purpose after the programme is completed. To that end, the role will work closely with the IT Transformation Manager, Business Leaders and external application support, to develop solutions and processes which meet business' needs.

KEY RESPONSIBILITIES

- Oversee the daily operations of IT operations and ensuring that systems and networks are running smoothly;
- Manage technology vendors and service providers to ensure that the organisation's technology needs are met;
- Manage installations, upgrades, builds, and configurations of hardware, software, and mobile devices;
- Manage the help desk and ticketing system, troubleshoot issues, and address the root cause of IT related problems;
- Bring service and user requests, issues, and incidents to resolution;
- Evaluate and implement new technologies and systems that improve IT infrastructure and support the organisation's business goals;
- Maintain a strong understanding of the organisation's business needs and work closely with other organisational units to ensure that IT is aligned with those needs;
- Develop and implement IT policies, practices, procedures, and processes to improve IT operations and increase efficiency and productivity.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal	External
New Zealand Red Cross employees	Contractors/Vendors
New Zealand Red Cross Project Sponsors	External Service Suppliers

EMPLOYEES REPORTING TO THIS ROLE

Direct	Indirect
Nil	Nil

PERSON SPECIFICATION

Knowledge

- Excellent understanding of quality and continuous improvement principles and processes
- Knowledge of best practice technology support processes
- Very good technical knowledge
- Excellent understanding of effective customer service principles
- Familiar with Azure, Microsoft CRM, Intune and PowerShell.

Qualifications and/or experience

- Relevant tertiary qualification and/or experience in IT/ Business or in related field
- ITIL foundation and/or intermediate qualifications, preferably in the Service Operations chapter
- Minimum of 3 years' experience in a similar role and business environment
- Proven experience with continuous service improvement
- Demonstrable experience in managing third parties and third party delivered services
- Experience in a service management or support role in a diverse environment of incident management, escalation procedures and related disciplines

Skills and other attributes

- Demonstrated ability to build and maintain relationships with key stakeholders, including strengths in influencing, conflict management and negotiation
- Proven business communications skills including verbal and written with a diverse audience (internal and external)
- Willingness to support and mentor junior employees
- Demonstrable customer facing/customer service skill
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including out of hours working
- Proven ability to priorities work demands to align with the continuously changing environment
- Ability to travel domestically and overnight stay, if required.

- Empathy with humanitarian causes
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Nil

Employment: Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.