

Position Description

Position: IT Manager
Department: IT
Reports to: CIO (IDEAL)
Direct Reports: One

Position purpose:

The IT Manager will be required to set the strategic direction and manage the IT environment to ensure the business has the Information Technology toolkit to meet its needs and appropriately manage IT related business risks.

They are responsible for the secure, efficient and effective operation of all computer systems, related applications, hardware and software that is used within the business.

Key responsibilities:

Vision, strategy and roadmap

- Contributes and ensures the effective implementation of the business strategy.
- Develop and drive the IT roadmap to meet the business current and future needs, including identifying problematic areas and implementing strategic solutions in time.
- Grow an understanding of the functional strategies across business units to identify digital initiatives that support their stated outcomes.
- Identify ways to achieve more efficiency through digitisation of processes and practices, and opportunities to innovate.

IT Operations

- Manage all aspects of day-to-day operational IT service delivery, coordinating delivery across multiple IT service providers, including but not limited to IT assets, network, server infrastructure, mobility, cybersecurity, application software, and Cloud services.
- Establish and maintain industry and stakeholder partnerships to ensure that Enatel has appropriate sourcing arrangements and an efficient technology supply chain.
- Manage assigned IT and telecommunications systems and understand business systems in operations owned by others.
- Ensure security of data, network access, backup systems and the physical security of premises.
- Identifying and acting on opportunities to improve and update software and systems.
- Running and sharing regular operation system reports with senior leaders.
- Development, implementation and review of compliance with IT policies. Working with IDEAL Group IT to ensure Enatel policies and procedures meet necessary Group requirements.
- Designing training programs and workshops for staff.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and ensuring accountability and high-performance behaviours are occurring.
- Contribute to the annual budget / quarterly forecast process, managing and reporting on IT spend within the annual budget.
- Manage IT related business risks and exposures. Ensuring appropriate actions to mitigate gaps are in place to manage, or where exceeds budget levels, communicated to the CFO and Enatel General Manager.
- Manage the development and/or maintenance of software applications and databases for internal use.

- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages.
- Adopt and model agile ways of working.
- Be visible and approachable to others seeking your technical expertise.

Other duties:

- Upholds the company values.
- Performs any other tasks as required by your Manager and/or the business.
- Contributes to the achievements of department goals and objectives.

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

Key Relationships:

Internal	External
• IDEAL CIO	• IT / System Vendors
• IT Team – IDEAL & Enatel	
• Senior Leadership Team	
• Enatel Team Leaders	
• System User	

Person Specification:

	Essential	Desirable
Competencies	<ul style="list-style-type: none"> • Business Acumen – Knows how businesses work. Is knowledgeable in current and possible future policies, practices, trends, technology and information affecting his/her business and organisation. • Action oriented - enjoys working hard and is full of energy for the things he/she sees as challenging. • Motivating Others – Creates a climate in which people want to do their best. Is someone people like working for and with. • Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers. Establishes and maintains effective relationships with customers and gains their trust and respect. • Organising and Planning - uses resources effectively and efficiently. Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes 	

	<ul style="list-style-type: none"> • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs and acts in line with those values at all times. 	
Skills, Experience & Knowledge	<ul style="list-style-type: none"> • Five or more years of experience in IT management. • Deep knowledge of programming languages and operating systems, enterprise backup and recovery procedures, and systems performance monitoring. • Expertise in implementing, configuring, and testing IT Solutions. • Strong creative and analytical thinking. • Excellent interpersonal skills and the ability to build positive relationships with both internal and external stakeholders. • Excellent problem-solving skills, along with strong verbal and written communication skills. • The ability to work with a wide range of individuals and teams across our group. • Continuous improvement mindset with the drive to find the best possible solution to meet needs and budgets. 	<ul style="list-style-type: none"> •
Qualification / Licenses	<ul style="list-style-type: none"> • Bachelor’s or master’s degree in IT • Ten or more years of IT work experience. 	<ul style="list-style-type: none"> • Previous experience in running an IT operation in a manufacturing environment.