



Tūranga Mahi / Position Description: IT Infrastructure & Security Lead

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.



TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	IT Infrastructure & Security Lead
RANGATIRA - REPORTS TO:	Chief Information Officer
KĀHUI - GROUP:	Organisational Performance & Innovation
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	The Infrastructure and Security Lead provides technical leadership, operational oversight, and strategic security direction for Council's core technology infrastructure. As an active member of the Information Solutions Lead Team, the role champions a one-team approach, modelling constructive leadership behaviours and providing trusted service, advice, and practical support to colleagues across the organisation. Accountable for ensuring infrastructure platforms are reliable, resilient, secure, and well governed, the role pairs robust risk management with an enabling approach to business requests, ensuring technical capability directly supports organisational priorities, business continuity, and disaster recovery requirements. The role leads the design, operation, improvement, and protection of platforms across network, server, storage, virtualisation, identity, endpoint, cloud, backup, monitoring, disaster recovery, and security controls. Grounded in a strong service ethos, it provides practical leadership to the Infrastructure Team while partnering closely with service delivery, business systems, vendors, project teams, risk, privacy, and leadership stakeholders to enable our people and teams to succeed.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: • Senior Systems Engineer • 2x Systems Engineer • Information and Security Technologist Financial Delegations: TBC
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Information Solutions Staff, • Project teams, • Risk and assurance, • Privacy, • Finance • Procurement, • Field teams, • Business units across Council.



HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • Neighbouring local authorities • Mayor and Elected Councillors • Technology vendors, • Managed service providers, • Telecommunications providers, • Cybersecurity partners, • Auditors, • Consultants, • Sector networks, • Emergency support providers
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NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	Infrastructure Leadership and Operations • Lead the planning, design, maintenance, monitoring, lifecycle management, and continuous improvement of Council infrastructure platforms. • Ensure reliable operation of network, server, storage, wireless, virtualisation, endpoint, cloud, backup, identity, and monitoring services. • Set and maintain infrastructure standards, technical documentation, operating procedures, and support models. • Coordinate incident response, problem resolution, root-cause analysis, and service restoration for infrastructure-related issues. • Maintain capacity, performance, availability, and resilience planning across core platforms. • Develop, maintain, test, and improve infrastructure-related business continuity and disaster recovery plans, ensuring critical systems, communications, backups, recovery procedures, and supplier arrangements support Council's agreed continuity requirements. • Lead the Information Solutions Change Control Function • Provide regular reporting to the CIO on matters relating to cyber and infrastructure operations and emerging risk • In conjunction with the CIO manage & plan budgets for software licences, cloud services and subscriptions, hardware renewals and implementations, and managed and professional services. Cybersecurity Leadership • Lead practical security uplift across identity, endpoint, network, cloud, logging, monitoring, patching, backup, and privileged access controls. • Maintain and improve Council's security posture through vulnerability management, secure configuration, risk treatment, and security control maturity. • Coordinate security incident triage, containment, technical investigation, remediation, and post-incident improvement activities. • Provide advice on security risk, control design, technology change, vendor solutions, and operational resilience. • Support alignment with recognised security frameworks and good practice, such as ISO 27001, NIST Cybersecurity Framework, CIS Controls, NZISM-style guidance, and Essential Eight-style control maturity. • Ensure cyber incident response, backup protection, recovery planning, and disaster recovery arrangements are integrated so Council can restore priority services following cyber events, major outages, or other disruptive incidents. Team Leadership and Capability
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	• Provide day-to-day leadership, prioritisation, coaching, and technical direction to infrastructure team members and assigned technical specialists. • Build team capability through knowledge sharing, mentoring, documentation, cross-training, and clear technical standards. • Allocate work, monitor delivery, support performance conversations, and ensure team members understand priorities and expected outcomes. • Foster a collaborative, service-focused, respectful, and continuous-improvement culture. • Support workforce planning, recruitment input, succession planning, and development pathways for infrastructure and security capability. 3.4 Project Delivery and Change Management • Lead or contribute to infrastructure and security projects from concept through to implementation, transition, and review. • Ensure technical changes are planned, risk assessed, tested, approved, communicated, documented, and transitioned into support. • Provide technical leadership for upgrades, migrations, lifecycle replacements, cloud adoption, security uplift, network improvements, and resilience initiatives. • Work with project managers, business analysts, vendors, and service owners to ensure project outcomes are technically sound and operationally sustainable. • Maintain clear records of design decisions, risks, dependencies, implementation plans, and support arrangements. 3.5 Vendor, Contract, and Stakeholder Management • Manage technical relationships with infrastructure, cloud, telecommunications, security, monitoring, backup, and support vendors. • Contribute to vendor selection, technical evaluation, contract performance, service improvement, and escalation management.
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	• Translate technical risks and options into clear advice for non-technical stakeholders. • Build effective relationships across Council to understand operational requirements and ensure infrastructure and security services meet business needs. • Represent infrastructure and security interests in governance, planning, audit, risk, and project forums as required. <i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i> There will also be the annual delivery of agreed KPIs.
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TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	Required • Bachelor's degree in computing or similar • At least 5 years' experience in a system admin role. • Significant experience in ICT infrastructure, systems engineering, cloud platforms, networking, identity, endpoint, backup, monitoring, and/or security operations. • Demonstrated experience leading technical work, setting standards, coordinating operational priorities, and supporting team capability. • Strong practical knowledge of cybersecurity controls, vulnerability remediation, secure configuration, patching, identity and access management, monitoring, logging, incident response, and disaster recovery. • Experience delivering infrastructure or security projects and transitioning changes into operational support. • Ability to communicate complex technical risks and recommendations clearly to technical and non-technical stakeholders. • Strong documentation, planning, analytical, problem-solving, and vendor-management skills. • Sound understanding of change management, risk management, service management, operational resilience, business continuity, and disaster recovery practices. Desirable • MS certification in Server Management cisco or other certifications in Networking
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Technical leadership: Provides confident, practical, and future-focused infrastructure and security leadership. • Risk judgement: Identifies, assesses, communicates, and treats technology and cyber risks appropriately. • Service ownership: Takes accountability for reliable, secure, and supportable technology services. • Collaboration: Works constructively across teams, vendors, and business areas to deliver shared outcomes. • Communication: Explains technical concepts, risks, and options in plain language. • Continuous improvement: Seeks better ways of working and embeds sustainable standards and documentation. • Coaching and influence: Builds capability in others and leads through expertise, trust, and clear expectations. • Organisational Values: Models the organisational values, and ensures their team does also.



NGĀ MĀTĀPONO: VALUES	Tai Kawenga – The Flowing Tide Tai means tide or current Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us. Purpose Speaks to why we exist and it is expressed through three ideas that reflect our vision 😊 Customer focused 🤝 Community driven 🧑 People at the heart Promise 🤝 What we commit to delivering, every day Practices 😊 How we behave Principles ✨ The values we believe in and stand by: Stronger together - Lead with integrity - Challenge and innovate - Steward our future
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