

Digital Infrastructure Manager

Function:	Kāhui Matihiko Digital
Reports to:	Digital Operations Manager
Location:	Taradale, Hawke's Bay
Arrangement:	Full-time, Permanent
Date:	September 2026

Pūtake | Purpose

The Digital Infrastructure Manager provides leadership and direction for EIT's infrastructure engineering function, with responsibility for the design, delivery, operation and continuous improvement of EIT's digital infrastructure, enterprise platforms, networks and operational cybersecurity capabilities.

The role leads a specialist engineering team responsible for EIT's cloud, server, network, storage, identity, enterprise platform and security environments, ensuring these services are secure, resilient, reliable, well managed and fit for purpose. It establishes engineering standards and practices, oversees infrastructure planning and lifecycle management, strengthens operational resilience, and builds the capability and performance of the team.

Working within EIT's digital strategy, technology roadmap, architecture, cybersecurity and governance frameworks, the Digital Infrastructure Manager translates strategic direction into practical technology roadmaps, priorities and programmes of work. The role works alongside the Digital Support Team Leaders to ensure effective application and platform support, incident and problem management, operational readiness, and the successful transition of new and changed solutions into production.

The Digital Infrastructure Manager will work closely with the Digital Operations Manager, providing technical leadership, advice and recommendations on infrastructure capability, cybersecurity risk, service performance and resilience, technology investment, lifecycle priorities and emerging technologies. The role contributes to technology planning and decision-making to ensuring continuous improvement of EIT's digital environment and to effectively support the needs of ākonga and kaimahi.

Ngā Whanaungatanga | Working Relationships

Internal:	Digital, Facilities, Finance, People Culture & Wellbeing, EIT ākonga and kaimahi
External:	Computer Hardware / Software / Service Suppliers and Contractors

Mana Whakahaere | Resource Delegations

Financial:	As per Delegated Financial Authority.
People:	Infrastructure Engineering Team and Contractors.

Infrastructure & Platform Operations

- Develop and maintain a secure, reliable, resilient, and scalable enterprise infrastructure environment.
- Lead operational platform management of networks, servers, storage systems, cloud services, virtualisation platforms, identity services, and infrastructure management systems.
- Provide operational leadership across Microsoft, Linux, cloud, virtualisation, storage, backup, and network platforms.
- Lead operational management of Microsoft 365 services including Exchange Online, Teams, SharePoint Online, OneDrive, Intune, and Entra ID.
- Lead operational management of identity and access services including Active Directory, Entra ID, authentication services, privileged access controls, and access governance processes.
- Ensure technology platforms meet availability, performance, capacity, security, and business continuity requirements.
- Coordinate maintenance schedules, upgrades, lifecycle replacement programmes, and infrastructure optimisation initiatives.
- Monitor infrastructure health and proactively identify opportunities for improvement.
- Maintain infrastructure lifecycle roadmaps and actively manage platform currency, technical debt, supportability, and end-of-life technology risks.
- Lead infrastructure capacity planning activities to support current and future organisational requirements.
- Drive infrastructure automation and modern management practices to improve operational efficiency, consistency, security, and service reliability.
- Ensure enterprise infrastructure platforms provide secure and resilient foundations for enterprise applications, integrations, data platforms, and digital services.

Governance and Compliance

- Maintain technical documentation, standards, operational procedures, and configuration baselines.
- Lead infrastructure resilience, backup validation, disaster recovery testing, and recovery planning activities.
- Identify, assess, and manage infrastructure-related risks and ensure mitigation plans are developed and maintained.
- Ensure infrastructure services operate in accordance with EIT policies, cyber security requirements, privacy obligations, and regulatory requirements.
- Contribute to governance reporting and risk management activities.

Service Delivery and Operational Excellence

- Ensure infrastructure services are delivered within agreed operational service levels.
- Provide leadership and oversight of infrastructure incident, problem, change, and request management processes.

- Act as the senior escalation point for major infrastructure incidents and coordinate technical recovery activities.
- Work closely with Digital Support Team Leaders to ensure effective escalation pathways and operational outcomes.
- Develop and maintain infrastructure reporting, service metrics, and performance measures.

Cyber Security Operations

- Lead operational cyber security activities across infrastructure, cloud, identity, network, and server platforms.
- Implement and maintain cyber security controls, monitoring capabilities, vulnerability management processes, and security technologies in alignment with organisational cyber security strategies, policies, and standards.
- Coordinate vulnerability assessment, remediation programmes, infrastructure patching, and security monitoring activities across enterprise platforms and services.
- Ensure security baselines, configuration standards, and access controls are maintained across cloud, server, network, identity, and endpoint environments.
- Provide leadership and oversight of cyber security incident response activities, ensuring incidents are appropriately managed, escalated, documented, reviewed, and remediated.
- Lead operational cyber security improvement initiatives to strengthen EIT's security posture and reduce organisational risk.
- Work collaboratively with infrastructure engineering staff, Digital Support teams, Digital Solutions teams, and external partners to identify, assess, and mitigate security risks and vulnerabilities.
- Support internal and external security audits, reviews, compliance assessments, and assurance activities.
- Contribute to cyber security governance reporting, security metrics, risk assessments, and continuous improvement programmes.

Vendor and Asset Management

- Manage relationships with infrastructure vendors, service providers, and technology partners.
- Monitor vendor performance against contractual obligations and service level agreements.
- Conduct regular vendor service reviews to ensure contracted services deliver value and achieve expected outcomes.
- Contribute to procurement activities and infrastructure investment planning.
- Manage infrastructure asset lifecycle planning, licence compliance, maintenance agreements, technology renewals, and replacement programmes.
- Assist with infrastructure budgeting and forecasting activities.

Projects and Continuous Improvement

- Support the Digital Operations Manager in delivering infrastructure projects and operational initiatives.
- Provide technical leadership and operational guidance on project activities.

- Collaborate with the Digital team to ensure infrastructure readiness and operational support requirements are addressed.
- Provide infrastructure architecture recommendations and technical advice to support solution design, project delivery, and infrastructure planning activities.
- Identify opportunities to improve systems, processes, monitoring, automation, security, and operational efficiencies.
- Support implementation of emerging technologies where they provide value to EIT

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Essential

- 5+ years experience leading infrastructure, cloud, networking, cyber security, or enterprise systems teams.
- Proven experience managing enterprise infrastructure environments within medium to large organisations.
- Demonstrated experience leading technical staff and developing high-performing teams.
- Strong technical knowledge and operational leadership experience across Microsoft enterprise technologies, including Windows Server, Active Directory, Entra ID, Microsoft 365, Intune, Defender, and Azure.
- Experience overseeing Microsoft and Linux server environments and enterprise hosting platforms.
- Strong understanding of networking technologies including routing, switching, wireless networking, VPNs, and firewalls.
- Strong understanding of cyber security frameworks, operational controls, vulnerability management, and security best practices.
- Experience with virtualisation, storage, backup, disaster recovery, and business continuity technologies.
- Experience with infrastructure monitoring, automation, scripting, and systems management platforms.
- Demonstrated experience managing enterprise identity and access management services.
- Experience managing vendors, contracts, service agreements, and technology service providers.
- Strong analytical, problem-solving, decision-making, and prioritisation skills.
- Excellent communication, stakeholder engagement, relationship management, and influencing skills.
- Experience managing operational budgets, technology lifecycle programmes, and infrastructure renewal activities.
- Relevant tertiary qualification and/or industry certifications such as Microsoft, Azure, VMware, Red Hat, Linux, ITIL, CISSP, CISM, CCNA, or equivalent.
- Current Full New Zealand Driver Licence.

Desirable

- Experience working within tertiary education, government, or other complex multi-site organisations.
- Experience managing hybrid cloud environments incorporating both Microsoft and Linux technologies.
- Experience leading infrastructure modernisation, cloud migration, or cyber security uplift programmes.
- Understanding of Te Tiriti o Waitangi and its application within the context of technology and service delivery.

ITIL, Microsoft Azure, Microsoft Security, Red Hat, VMware, CISSP, CISM, or equivalent industry certifications.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
Document Name	Position Description
Document Number	HG184
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Developer	People and Culture Advisor
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