



POSITION DESCRIPTION



Head of Technology Operations

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| Reports to: | GM Data, Digital & Technology | | |
| Group: | Technology | Financial Authority: | As per DFA |
| Direct / Indirect Reports: | 10 | Revision (m/y): | 7/2026 |

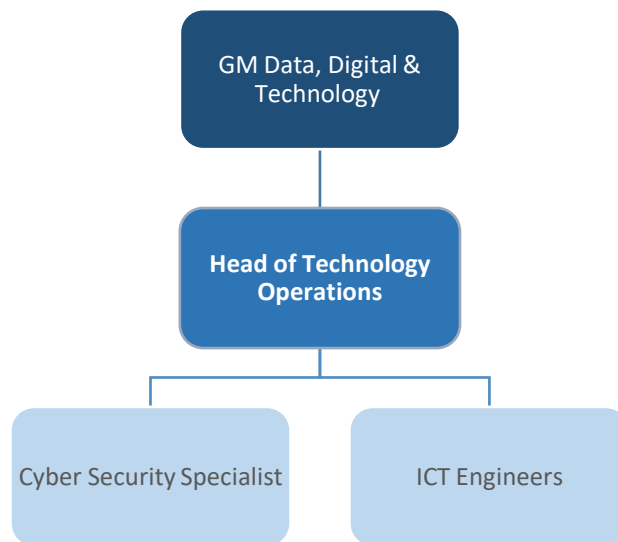
Purpose

The Head of Technology Operations leads WEL’s technology operations and information security functions, ensuring platforms, infrastructure, networks, workplace technologies, data and information assets are reliable, resilient, secure and aligned to enterprise strategy and risk appetite.

The role provides clear ownership of IT service management, infrastructure and hybrid cloud platforms, end-user technology, cyber governance, incident response, disaster recovery, vendor management and continuous improvement.

It turns WEL’s digital and cyber strategies into practical operating models, roadmaps, investment plans, controls and technology outcomes that strengthen resilience, protect information and support safe, reliable operations.

Reporting Structure





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Key Accountabilities (Outcomes)

- Develop and lead an integrated Technology Operations and Information Security roadmap, translating digital strategy, cyber uplift priorities, operational resilience needs and business requirements into clear service, platform, security and delivery plans.
- Own the performance, reliability, availability and resilience of WEL's core technology services, including infrastructure, networks, data centre and cloud environments, Microsoft 365 technologies, end-user computing and related corporate technology services.
- Own WEL's information security and cyber risk posture, ensuring effective governance, controls, risk assessments, monitoring, awareness, incident response and ongoing maturity uplift are in place to protect systems, data, people and business operations.
- Lead technology service management improvements, including service catalogue refinement, service level expectations, incident and problem management, root cause analysis, change coordination, knowledge management and customer-focused support practices.
- Ensure disaster recovery, business continuity and cyber incident response arrangements are robust, tested, practical and aligned to enterprise risk appetite, critical service needs and operational resilience expectations.
- Build and maintain strong internal alignment so technology services and security controls are practical, well understood and embedded into business planning and delivery.
- Lead relationships with strategic technology and security partners, ensuring suppliers deliver safe, secure, reliable and cost-effective services with clear performance expectations and lifecycle value.
- Provide technology operations and cyber leadership during incidents and high-priority operational events, ensuring calm decision-making, clear communication, disciplined recovery and improvement after resolution.
- Develop investment recommendations, budgets, business cases and lifecycle renewal priorities for technology operations and cyber security.
- Contribute to architecture governance and technology decision-making so infrastructure, platforms, information security, identity, network and workplace technology choices are secure-by-design, fit for purpose and aligned to enterprise direction.
- Champion public safety, privacy, information protection and ethical use of technology through visible leadership and sound controls.

Leadership Expectations

This role has leadership responsibilities and is expected to create clarity, support capability growth and maintain a high-performing, safety-focused environment.

- Provides clear direction, operational oversight and consistent expectations for the team.
- Builds team capability through coaching, training coordination, knowledge sharing and support for ongoing development.



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- Leads effectively through operational pressure, change and ambiguity while maintaining a calm, safe and service-focused environment.
- Supports accountability, teamwork and continuous improvement across the team and wider group.

Ways of Working (Enterprise Expectations)

These expectations apply to all roles and should be demonstrated through day-to-day behaviour, decision-making and interactions across the business and with external stakeholders.

- Acts consistently with WEL's values and contributes positively to organisational performance and development.
- Champions health, safety and wellbeing, and models safe behaviours in all aspects of the role.
- Maintains a strong customer and service focus, supporting reliable delivery and positive stakeholder outcomes.
- Builds effective relationships across the business, with contractors, utilities, authorities and other stakeholders to support coordinated operational delivery.

Capabilities That Matter Most

The role requires a practical, service-oriented technology leader who can balance operational reliability, cyber resilience, customer experience, commercial discipline, ethical judgement and risk in a critical services environment. Success depends on sound judgement, integrity, strong communication and the ability to lead technical teams, suppliers and business stakeholders through operational pressure, change and continuous improvement.

- Technology operations leadership across infrastructure, networks, platforms, workplace technology and support functions.
- Cyber security and risk leadership, including cyber governance, controls, security operations, incident response and secure-by-design principles.
- Operational resilience judgement, balancing availability, security, usability, recovery, cost and risk.
- Service management discipline, including service catalogues, service levels, incident, problem, change, vendor and asset practices.
- Commercial and investment discipline across budgets, contracts, licensing, supplier performance, lifecycle planning and investment recommendations.
- Leadership through others, with the ability to provide clarity, coaching, prioritisation and accountability.
- Clear communication and influence with executives, business leaders, technical specialists, suppliers and end users.



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- Critical thinking and sound judgement under ambiguity, competing priorities and operational pressure.

Essential Qualifications & Experience

- Relevant tertiary qualification in information technology, cyber security, engineering, business or a related discipline.
- Significant senior leadership experience in technology operations, IT service management, infrastructure, platforms, workplace technology and/or information security.
- Demonstrated experience leading cyber risk management, security operations oversight, incident response, disaster recovery and operational resilience practices.
- Experience managing technology suppliers, contracts, licensing, budgets, lifecycle planning and investment recommendations.
- Proven ability to lead technical teams, build capability and maintain service discipline, accountability and customer focus.

Desirable Qualifications & Experience

- Postgraduate qualification in business, technology, cyber security, risk or a related field.
- Relevant professional certification such as ITIL, CISSP, CISM, CISA, CRISC, CCSP or an equivalent technology, service management or security certification.
- Experience in New Zealand electricity distribution, utilities, critical infrastructure, operational technology-adjacent environments or regulated service businesses.
- Experience contributing to technology strategy, architecture governance, cloud, identity, data, integration, automation or platform modernisation.
- Familiarity with security frameworks and assurance practices such as NIST, ISO 27001, CIS Controls, risk assurance, audit practices or cyber maturity uplift programmes.

Role Evolution

This role may evolve as strategy, structure and priorities change.

Our Purpose

Enabling our *communities to thrive*

Our Vision

To create and support an *innovative and sustainable energy future*

Best in Service

So we have the *trust of our community*



Best in Safety

Every Day - *Home Safe*



Our Values



Agile

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



Build the business

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



Care for each other, the customer and our assets

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



Do the right thing

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



Every Day - Home Safe

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.