The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

DIGITAL INFRASTRUCTURE LEAD

Reports to:	Head of Infrastructure
Division:	Information Technology Services (ITS)
Tenure:	Permanent
Location:	Hamilton Campus
Date:	November 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:
- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:
- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Our University's digital vision is 'Digital connects us and moves us forward.' Information Technology Services (ITS) leads digital direction, manages and protects the digital ecosystem, supports digital initiatives and delivers digital services that ensure the University can teach, research and operate successfully in a secure, resilient, connected, sustainable and future-ready digital environment. ITS is part of the Corporate Services Group within the portfolio of the Chief Operating Officer.

2. POSITION PURPOSE

The Digital Infrastructure Programme Lead is responsible for the operational leadership and ongoing management of the University's Digital Infrastructure services portfolio. The role takes proactive action that ensures that critical campus technology services remain secure, reliable, resilient and aligned with the needs of teaching, learning, research and administration.

The position leads a multidisciplinary team responsible for network services, audio visual technologies, campus security and access control systems, building-integrated technologies, occupancy management platforms and related operational technology services that support campus operations and the staff and student experience.

Working closely with ITS leaders, Property Services, project teams and external partners, the Digital Infrastructure Programme Lead ensures the successful operation, support and transition of infrastructure services throughout their lifecycle while contributing to broader ITS strategic and operational objectives.

3. FUNCTIONAL RELATIONSHIPS

Internal: Head of Infrastructure
Infrastructure Delivery Lead
Infrastructure Architecture team
ITS managers and staff
Service Operations
Project Delivery Office
Property Services
University faculties, divisions and business units
University staff and students
Senior University leadership

External: Technology vendors and service providers
Strategic partners
Audio visual integrators
Security and access control providers
Building technology providers
Contractors and consultants

4. KEY RESPONSIBILITIES

TEAM LEADERSHIP AND CAPABILITY

- Lead and develop a high-performing Physical Infrastructure team.
- Provide coaching, mentoring and performance support to team members.
- Ensure appropriate operational resourcing, prioritisation and workload management.
- Foster a collaborative, customer-focused culture across the team.
- Drive capability development, knowledge sharing and professional growth.
- Lead the team through operational and organisational change initiatives.
- Align team activities and behaviours with the ICT Vision and Strategy.

PHYSICAL INFRASTRUCTURE OPERATIONS

- Oversee the operation and support of physical infrastructure services including:
    - Network Services
    - Audio Visual Services
    - CCTV Systems

    - Gallagher Cardax Access Control Systems
    - Building Management Systems (BMS)
    - Occupancy Management Technologies
    - Smart Campus and IoT Services
    - Related operational technology environments
- Ensure service availability, resilience, performance and operational compliance across the physical infrastructure services.
- Lead operational incident, problem and change management activities aligned to University practices.
- Act as the technical lead to coordinate responses to major incidents affecting physical infrastructure services.
- Ensure operational documentation, procedures and support information remain current and accessible.
- Ensure appropriate resourcing is available across the team to provide 24/7 support for core network services and associated support systems.

SERVICE PLANNING AND LIFECYCLE MANAGEMENT

- Develop and maintain service roadmaps and lifecycle plans.
- Contribute to business planning, budget development and investment prioritisation.
- Identify lifecycle risks and technology renewal requirements.
- Ensure operational requirements are incorporated into service design and planning activities.
- Identify opportunities to improve sustainability, efficiency and service quality.

SERVICE TRANSITION AND DELIVERY ENABLEMENT

- Support successful delivery of infrastructure projects through effective operational engagement.
- Ensure support requirements are identified and planned during project delivery.
- Lead operational acceptance and readiness activities for new services.
- Ensure appropriate monitoring, training, documentation and support arrangements are established prior to production handover.
- Work with the Infrastructure Delivery Lead to facilitate the effective transition of new services into ongoing operational support.
- Ensure infrastructure standards, patterns and technical controls are regularly reviewed, kept current and consistently applied across the Physical Infrastructure portfolio.

STAKEHOLDER, VENDOR AND FINANCIAL MANAGEMENT

- Build and maintain productive relationships with stakeholders across the University.
- Provide expert advice regarding operational impacts, service capability and infrastructure requirements.
- Manage vendor and partner relationships to ensure contracted outcomes are achieved, taking proactive remedial actions as necessary.
- Support procurement, contract management and service review activities.
- Manage assigned operational budgets and monitor financial performance.
- Contribute to governance, risk management and assurance activities.

CONTINUOUS IMPROVEMENT AND ITS LEADERSHIP CONTRIBUTION

- Contribute as a member of the wider ITS leadership community.

- Promote collaboration, transparency and shared ownership across ITS.
- Drive continuous improvement initiatives that enhance service quality and operational maturity.
- Identify emerging technologies and innovation opportunities relevant to the Physical Infrastructure portfolio.
- Support business continuity, resilience and disaster recovery objectives.

HEALTH AND SAFETY

- Provide leadership that supports a safe and healthy work environment for staff, students, contractors and visitors.
- Fulfil line-manager responsibilities under the University's Health and Safety Policy and applicable statutory requirements.
- Ensure infrastructure activities, installations, maintenance, site access and contractor engagements are appropriately planned and managed from a health and safety perspective.
- Identify, assess, escalate and manage health and safety risks associated with the function's work and services.
- Ensure team members receive appropriate information, training, equipment and support to undertake their work safely.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

Success in this role is demonstrated when:

- Physical Infrastructure services consistently achieve agreed service levels and operational objectives.
- Service availability, reliability and resilience are maintained across the portfolio.
- Operational incidents, outages and service disruptions are effectively managed and communicated.
- Service roadmaps, lifecycle plans and renewal priorities are maintained and aligned with ITS planning processes.
- New services are successfully transitioned into operational support.
- Budgets, contracts and vendor relationships are effectively managed.
- Risks are identified, assessed and appropriately mitigated.
- Stakeholders receive professional, timely and effective advice and support.
- The Physical Infrastructure team demonstrates high levels of engagement, capability and performance.
- Continuous improvement initiatives result in measurable service, operational or customer outcomes.
- Positive, respectful and collaborative relationships are maintained across ITS and the University.
- Meaningful contributions are made to leadership forums, projects and organisational initiatives.
- All activities comply with University policies, professional standards, statutory obligations and Health and Safety requirements.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Bachelor's degree in Information Technology, Computer Science, Engineering, Telecommunications or a related discipline; or equivalent professional experience.

Desirable

- Advanced qualification in a technology-related field.
- ITIL certification or equivalent service management qualification.
- Project management qualification or certification.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Proven experience in a senior infrastructure, technology operations or service leadership role (at least 7 years' experience), particularly enterprise networking environments and other physical infrastructure technologies.
- Experience supporting or managing:
    - Enterprise networking environments
    - Audio visual technologies
    - CCTV systems
    - Access control technologies
    - Building Management Systems
    - Occupancy management technologies
    - Smart building or IoT platforms
    - Operational technology environments
- Demonstrated experience leading technical teams within a large and complex organisation.
- Strong understanding of enterprise technology services and operational support environments.
- Proven experience managing service performance, operational risk and service continuity.
- Demonstrated ability to develop productive stakeholder relationships across diverse groups.
- Experience managing suppliers, service providers and commercial contracts.
- Experience managing operational and project-related budgets.
- Strong communication, negotiation and influencing skills.
- Demonstrated ability to lead organisational change and continuous improvement initiatives.
- Strong customer and service-management orientation.
- Knowledge of technology lifecycle planning and operational governance practices.
- Demonstrated ability to balance operational priorities with strategic objectives.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Experience working within a tertiary education or similarly complex organisational environment.
- Knowledge of contemporary campus technology and digital infrastructure trends.

- Knowledge of accessibility considerations associated with teaching, presentation and collaboration technologies.

PERSONAL QUALITIES

The successful candidate will demonstrate:

- Strong leadership and sound judgement.
- Inspires, motivates and develops others.
- Builds effective and collaborative working relationships.
- Communicates clearly and confidently with a broad range of stakeholders.
- Maintains a high level of professionalism, integrity and accountability.
- Thinks strategically while remaining focused on practical delivery outcomes.
- Adapts positively to change and complexity.
- Demonstrates initiative, resilience and continuous learning.
- Takes a customer-focused and service-oriented approach.
- Encourages innovation and continuous improvement.
- Works collaboratively and contributes positively to organisational culture.
- Demonstrates commitment to inclusion, diversity, equity and respect for others.