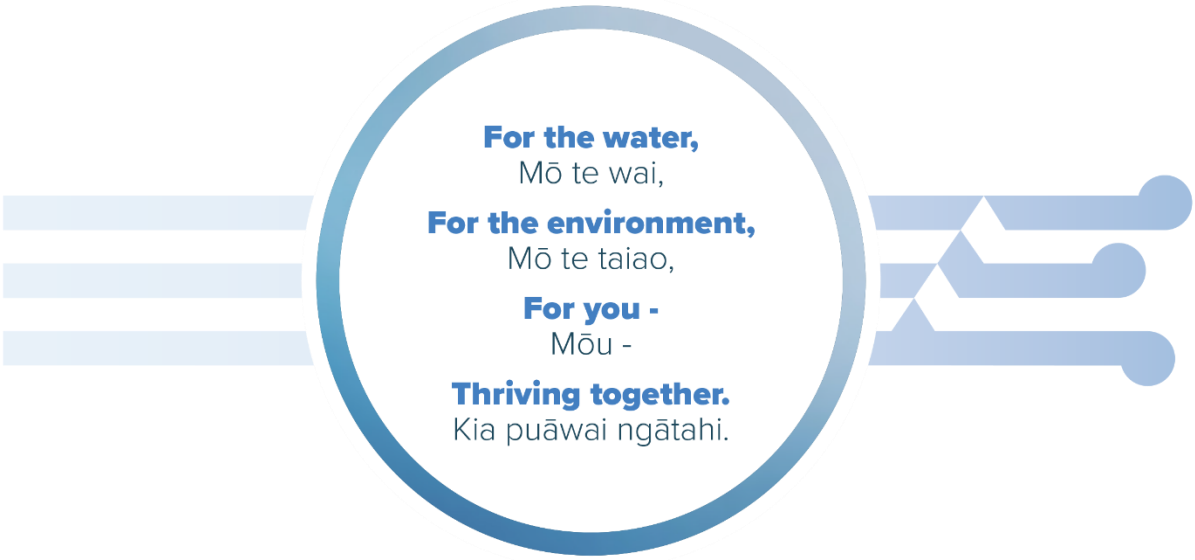
WAITĪ WATERS

Position Description

Position details

Position title	Technology and Information Lead
Reports to	General Manager, Finance and Commercial
Direct reports	4
Location	Masterton head office
Delegations	[TBC]



About Waitī Waters

Waitī Waters is a water services council-controlled organisation established under the Local Government (Water Services) Act 2025. We are owned by South Wairarapa, Carterton, Masterton, and Tararua District Councils, in partnership with Rangitāne and Ngāti Kahungunu.

Our Board of Directors governs Waitī Waters and the Stakeholders' Forum of Council and iwi representatives provides oversight on behalf of our owners and partners.

From 1 July 2027, we'll deliver drinking water, wastewater and stormwater services to around 25,000 connections and 70,000 people. We'll manage close to $700 million in water assets, and plan to invest around $400 million over the next decade. Our service promise is simple: delivering safe and sustainable water services our communities can count on.

Our name comes from the Matariki star linked to freshwater, and the role it plays sustaining life and wellbeing.

About your group

Waitī Waters is made up of five groups:

- Service Delivery
- Infrastructure
- Finance and Commercial
- Customer, People and Safety
- Strategy, Regulatory and Governance.

Your role sits in the Finance and Commercial group. This group is responsible for Waitī Waters' financial sustainability, commercial discipline, technology capability and corporate infrastructure. The group brings together finance, economic regulation and pricing, procurement and commercial, technology and information, and property, facilities and fleet. It provides the financial strategy, systems and controls that underpin sound investment decisions and long-term affordability for customers.

About your team

Technology and Information provides the systems, information and digital services that support Waitī Waters' operations and organisational performance. The team is responsible for technology strategy, technology service delivery, business systems, operational technology, information management, cyber security and digital improvement. It enables staff to work effectively, supports the delivery of water services, and helps ensure decisions are based on reliable and trusted information.

The team supports core business systems, including customer, finance, asset management and operational platforms.

About your role

The Technology and Information Lead is responsible for the technology, information and digital capabilities that enable Waitī Waters to deliver safe, reliable and affordable water services. The role leads technology strategy, technology service delivery, business systems, operational technology, information management and cyber security, ensuring the organisation has reliable systems, trusted information and practical digital solutions that support both day-to-day operations and future organisational performance.

This is a senior management role responsible for financial management of IT costs, service ownership, change control and vendor relationships and performance as well the development and leadership of a capable, service-oriented internal IT team.

What you'll do

Responsibility area	Key Deliverables
ROLE-SPECIFIC RESPONSIBILITIES	
Technology strategy and governance	• Technology strategy, architecture, standards and investment priorities support organisational objectives and service outcomes. • Technology roadmaps align with operational, customer and business needs. Emerging technology opportunities and risks are identified and incorporated into planning and decision-making.
Technology services delivery	• Reliable and responsive technology services support staff across the organisation. • User-centric end-user technology, workplace technology and support services meet business needs. • Technology vendors and managed service providers deliver agreed service levels, value for money and continuous improvement.
Business systems and applications	• Core business systems, including customer, finance, asset management and operational platforms, are effectively supported, maintained and improved. • Systems support efficient business processes, effective decision-making and regulatory requirements.

Responsibility area	Key Deliverables
	• Integration across systems enables the effective sharing and use of information.
Operational technology	• Operational technology, including SCADA, telemetry, monitoring and control systems, supports the safe and reliable delivery of water services. • Technology solutions meet operational requirements and support service resilience. • Strong working relationships are maintained with Service Delivery and Infrastructure teams to ensure operational technology remains fit for purpose and reliable.
Information and data management	• Information governance, information management and data governance frameworks are established and maintained. • Data quality and information integrity are improved over time, by working in partnership with business data owners. • Reporting, analytics and business intelligence capabilities provide trusted information that supports operational, financial, regulatory and strategic decision-making.
Security, risk and compliance	• Cybersecurity risks are actively managed and critical systems and information assets are protected. • IT and technology-related business continuity and disaster recovery arrangements are maintained and tested. • Technology services remain resilient, secure and recoverable in the event of disruption. • Compliance with relevant standards and legislation including information security, privacy and industry best-practice frameworks.
Digital delivery	• IT programmes and projects are aligned with organisational priorities and strategic outcomes. • Opportunities to improve customer outcomes, service reliability, organisational efficiency and decision-making through technology are identified, prioritised and implemented in line with investment priorities. • Continuous improvement is embedded across the technology and information function.

Responsibility area	Key Deliverables
COMMON RESPONSIBILITIES	
People leadership	• Clear performance expectations are set and regularly reviewed for all direct reports. • Staff are actively developed through coaching, feedback and development opportunities. • Poor performance is addressed promptly and fairly. • A positive, inclusive team culture, consistent with the Waitī Waters 'How We Work' principles is fostered and workloads are actively managed. • Own professional development is actively managed, including maintaining relevant technical and leadership capability. • Contribute to organisational priorities and as a visibly active member of the leadership cohort.
Health and safety	• Own safety and the safety of others is actively managed at all times. • Full compliance with Waitī Waters health, safety and wellbeing policies and safe systems of work. • Incidents, near misses, hazards and risks are reported promptly through the designated system. • Health and safety risks within the team are identified, assessed and managed. • Team members are supported to complete required H&S training, inductions and emergency drills.
Emergency management	• Emergency management training and exercises are completed as required. • Roster, on-call or call-out duties applicable to the role are undertaken. • Role-specific responsibilities under Waitī Waters' emergency response plans are understood and carried out when activated. • Team readiness for emergency response is maintained, including training, rostering and coverage planning. • Team resources are coordinated during emergency activations.

Who you'll work with

Internal	External
General Manager, Finance and Commercial	Technology vendors and software providers
Technology and Information team members	Managed service providers
Other Finance and Commercial Leads and teams	Telecommunications providers
Infrastructure teams	Cyber security providers and advisers
Service Delivery teams	Industry and government partners
All Waitī Waters groups	Technology consultants and implementation partners
	Other water organisations

What you'll bring

Essential

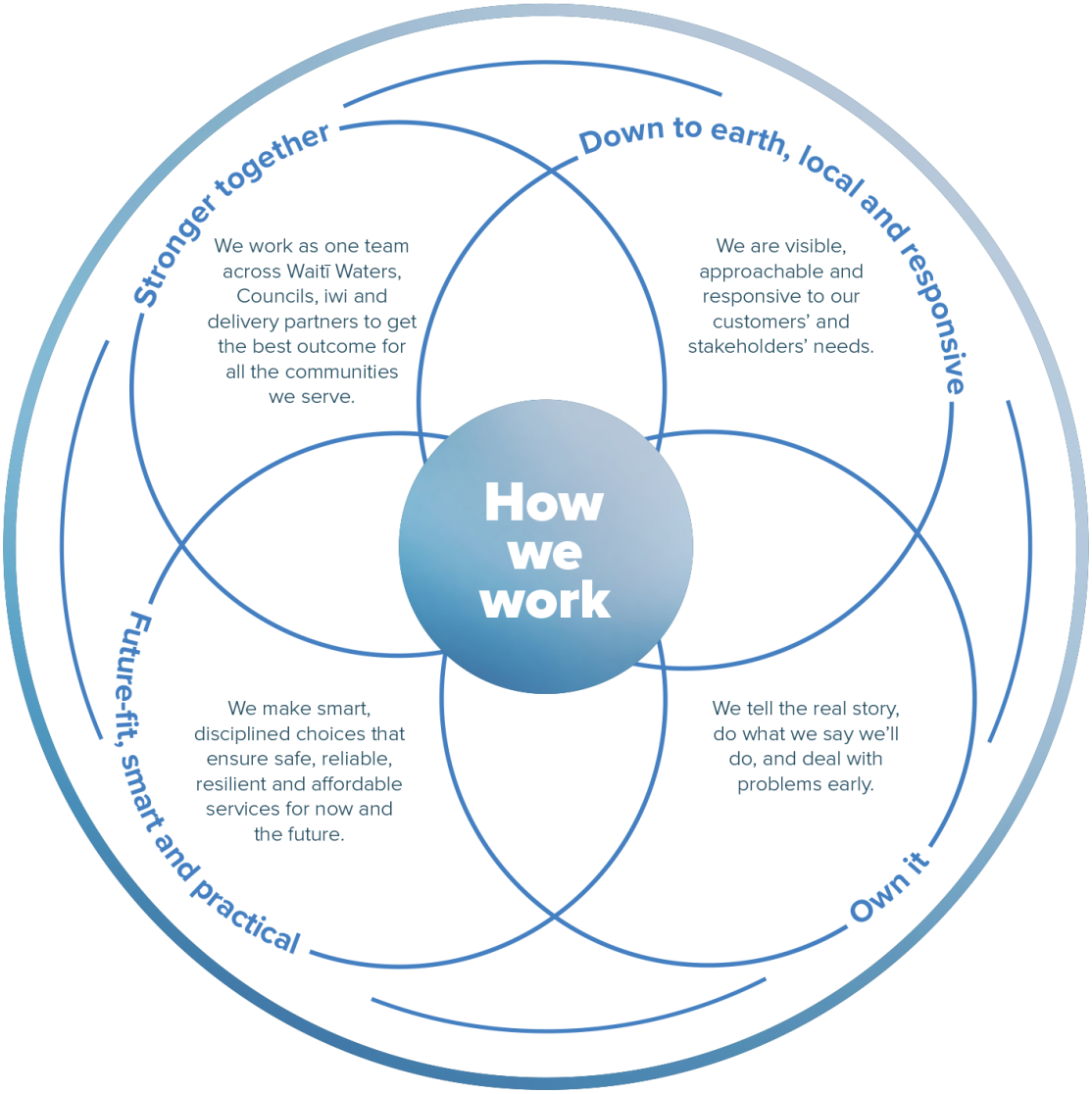
- Relevant tertiary qualification in information technology, information systems, engineering or a related discipline, or equivalent experience.
- Significant experience leading technology functions in a complex operational environment.
- Experience developing technology strategies, roadmaps and investment plans.
- Experience managing business systems, information management and technology service delivery.
- Strong understanding of cyber security, technology risk, resilience and business continuity.
- Experience managing technology vendors and service providers.
- Ability to translate business and operational requirements into practical technology solutions.
- Strong leadership, relationship management and communication skills.
- Demonstrated ability to lead change and technology-enabled improvement.

- A commitment to working in partnership with iwi and hapū

Desirable

- Experience in water services, utilities, infrastructure or local government.
- Experience supporting operational technology, SCADA or telemetry environments.
- Experience establishing or transforming technology functions.
- Knowledge of information governance, data management and business intelligence practices.

How we work



Changing this position

Waitī Waters is a new organisation, and roles are expected to evolve as the organisation matures. Waitī Waters may, from time to time, make reasonable changes to this position description in consultation with the position holder.