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## JOB DESCRIPTION – IT MANAGER

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**Job Title:** IT Manager

**Department:** Information Technology (IT)

**Reports To:** Chief Information Officer (CIO)

### Job Overview

The IT Manager at Trendie will play a pivotal role in managing and optimising the organisation's technological infrastructure. This position requires an individual with extensive experience in IT management, systems integration, and cyber security. As the leader of the IT department, you will oversee day-to-day operations, develop strategic policies, and implement technology solutions that align with Trendie's objectives, ensuring seamless operational efficiency and robust security protocols. Your role will support the company's ongoing growth and innovation.

### Key Responsibilities

- **Daily IT Operations:**  
Oversee and manage the daily operations of the IT department, including systems administration, network management, technical support, and troubleshooting. Ensure smooth, efficient, and secure operation of all technology systems.
- **Policy Development and Implementation:**  
Develop, document, and enforce IT policies, procedures, and best practices to uphold the security, reliability, and compliance of Trendie's technology infrastructure. Ensure alignment with industry standards and organisational goals.
- **Systems Management and Integration:**  
Lead the selection, deployment, and maintenance of hardware, software, and network systems. Ensure optimal system performance and scalability to meet the evolving needs of the business.

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- **Project Leadership and Execution:**  
Lead, manage, and deliver IT-related projects, including system upgrades, infrastructure enhancements, software implementations, and network expansions. Monitor project progress to ensure timely completion within budget and scope.
- **Cyber Security and Compliance:**  
Ensure that Trendie's IT infrastructure complies with relevant cyber security regulations and industry best practices. Implement and manage security measures to safeguard company data and IT assets from threats.
- **Performance Monitoring and Optimisation:**  
Monitor and evaluate system performance, implementing proactive measures to prevent disruptions and minimise downtime. Troubleshoot technical issues promptly and ensure continuous system improvements.
- **Interdepartmental Collaboration:**  
Collaborate with other departments to understand their technology needs and provide solutions that enhance productivity, efficiency, and collaboration across the organisation.
- **Budget Management:**  
Develop and manage the IT department's budget, ensuring cost-effective procurement, maintenance, and utilisation of technology resources while maintaining the highest standards of service delivery.
- **Training and User Support:**  
Provide comprehensive training and ongoing support to staff on the effective use of IT systems, applications, and tools. Foster a culture of technological proficiency and innovation within the organisation.



## Qualifications and Experience

- **Education:**  
A Bachelor's degree in Information Technology, Computer Science, or a closely related field is essential. Professional certifications in IT management or cyber security (e.g., ITIL, CISSP) are highly desirable.
- **Experience:**  
A minimum of 5 years of demonstrated experience in IT management or a similar leadership role, with a proven track record in managing IT teams and delivering successful technology projects.
- **Technical Expertise:**  
Extensive knowledge and hands-on experience in IT infrastructure management, including servers, networks, storage, and cloud computing. A strong understanding of cyber security frameworks and data protection laws is essential.
- **Leadership and Project Management:**  
Demonstrated experience in leading IT teams, managing cross-functional projects, and delivering solutions that align with organisational objectives.

## Skills and Competencies

- **Leadership and Team Management:**  
Strong leadership skills with the ability to motivate and manage an IT team, fostering a collaborative and high-performing environment.
- **Problem-Solving and Decision-Making:**  
Exceptional analytical and problem-solving abilities, with a proactive approach to identifying issues and implementing effective solutions.
- **Project Management:**  
Adept at managing multiple complex projects concurrently, with a keen ability to prioritise tasks and meet deadlines in a fast-paced environment.



- **Communication and Interpersonal Skills:**  
Excellent verbal and written communication skills, enabling effective interaction with stakeholders at all levels, from technical staff to senior management.
- **Cyber Security Awareness:**  
Up-to-date knowledge of data protection regulations, such as the Australian Privacy Act, and best practices in cyber security, with a focus on mitigating risks and ensuring compliance.

## Working Conditions

This is a full-time role requiring flexibility to occasionally work outside of normal business hours, particularly during system updates, upgrades, or in response to critical technical issues. The role involves leading a team of IT professionals and collaborating with all departments to meet the organisation's technology needs.

## Key Performance Indicators (KPIs)

- **System Reliability:**  
Maintain high levels of system uptime and operational efficiency.
- **Project Success:**  
Deliver IT projects on time, within scope, and budget, ensuring successful implementation and adoption.
- **Cyber Security Compliance:**  
Ensure full compliance with data protection regulations and cyber security standards, with minimal security incidents.
- **User Satisfaction:**  
Achieve high satisfaction ratings from internal users regarding IT services, support, and solutions.
- **Budget Management:**  
Ensure the IT budget is managed effectively, with cost-saving measures in place and optimal resource allocation.



# Trendie

## **Company Values and Culture**

At Trendie, we are committed to innovation, security, and excellence in everything we do. As the IT Manager, you will be expected to uphold these core values by ensuring that our technology infrastructure not only meets but exceeds the demands of a growing and dynamic business environment. You will foster a culture of technological advancement and operational security that underpins the company's strategic goals.

## **Career Progression**

This role offers a clear pathway for advancement, with potential career progression to Senior IT Manager, Director of IT, or Chief Information Officer (CIO). There are also opportunities to specialise in niche areas such as cyber security, cloud computing, or strategic IT leadership, offering diverse career development within the technology sector.

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