

TECHNOLOGY OPERATIONS MANAGER

Position Level: Manager

Location: Port Hedland

Effective Date: January 2026

Responsibilities

The Technology Operations Manager is responsible for robust, reliable and secure operations of Pilbara Ports' Information and Operational Technology. This encompasses the planning and coordination of maintenance and support activities for existing and new Technology systems the organisation, example includes but are not limited to overseeing technology infrastructure, data centres and operational processes of our Technology Operations department. The Technology Operations Manager is responsible for managing day-to-day operations of the Technology Operations team, ensuring the availability and reliability of systems and networks, managing technology vendors and implementing new technologies and processes to improve efficiency and productivity. The Technology Operations Manager is also responsible for expanding infrastructure capacity, enhancing cybersecurity measures and ensuring best technology operations practices as well as optimised IT/OT integration. In addition, the Technology Operations Manager ensures that Pilbara Ports' Technology policies and procedures are up to date and compliant with industry standards and regulations.

Reporting

The Technology Operations Manager reports to the Executive General Manager of Technology. The ICT Infrastructure Superintendent and the ICT & GRC Superintendent report to the Technology Operations Manager.

Accountabilities

Result Area	Major Activities
1. Safety and People:	<ul style="list-style-type: none"> Lead and implement practices that improve safety and inclusion as outlined in Pilbara Ports' Leadership Capability Framework Further a safe, inclusive, and collaborative workplace that supports the mental health and well-being of self and others Identify actions and changes that lead to Pilbara Ports continually improving its safe work environment, both physically and psychologically
2. Integrated Management Systems:	<ul style="list-style-type: none"> Develop and oversee the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems, including Quality, Environment, Safety and Information Security
3. Management of Technology Operations	<ul style="list-style-type: none"> Oversee the daily operations of the Technology Operations department and ensure that systems and networks are operating in a robust, reliable and secure manner Oversee all aspects of technology infrastructure, unified communications (LAN, WAN, etc.), backup and recovery, disaster recovery and security of Technology systems Manage technology vendors and service providers to ensure that the Pilbara Ports' technology needs are met

	<ul style="list-style-type: none"> • Manage all Technology Operations projects to achieve organisational goals • Ensure Technology policies, operational procedures and documentation are current, fit for purpose and compliant with industry standards and legal and regulatory requirements • Ensure operational issues are identified, recorded, monitored and resolved • Provide appropriate status and other reports to specialists, users and managers • Manage Information and Operational Technology infrastructure, ensure its reliability and fitness for purpose, and provide technical leadership to optimise its performance • Specify, customise, procure and implement Technology systems • Provide support and guidance to stakeholders and oversee the Technology Service Desk • Oversee the implementation of the Technology Asset Management Plan • Oversee the contract management of Operational Technology projects to achieve organisational governance and manage Technology Operations service providers • Develop, manage and execute a comprehensive cybersecurity risk framework (and policies), and design and map the IT security roadmap, including network architecture documentation, concepts and designs • Engage with government agencies on compliance, security, risk and governance issues • Manage the Technology Operations budget and ensure that investments and costs are in line with Pilbara Ports' financial goals
4. Strategic Development of Technology Operations	<ul style="list-style-type: none"> • Execute, review, manage and suggest improvements to the Technology Strategy in consultation with the business • Keep up to date with the latest industry trends and developments in technology operations management and maintain a high level of Information and Communication Technology expertise to enable the provision of specialist advice, analysis, and reports on best practices • Oversee the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services • Develop and implement policies, procedures and processes to improve Technology Operations and increase efficiency and productivity • Evaluate and implement new technologies and systems that improve technology infrastructure and support the organisation's business goals • Implement and ensure the effectiveness of the Information Security Plan

	<ul style="list-style-type: none"> • Investigate and manage the adoption of tools, techniques and processes (including automation) for managing systems and services • Align to service expectations, security requirements and other quality standards
5. Leadership:	<ul style="list-style-type: none"> • Promote Pilbara Ports' strategic direction to the Technology Operations team • Lead and oversee activities of the Technology Operations team to ensure decisions and changes align with Pilbara Ports' strategic approach • Lead and oversee activities of the Technology Operations team to ensure adequate support, continuous improvement and system reliability • Represent Pilbara Ports on committees and attend meetings as required • Identify organisational deficiencies and contribute to their resolution and continuous improvement
6. Other Duties:	<ul style="list-style-type: none"> • Other work tasks as directed by the Executive General Manager Technology

Selection Criteria

Qualifications:

- Bachelor's degree in Information Technology or other related discipline
- Certificate(s) in IT Service Management (ITSM), IT Asset Management (ITAM) and IT Security Management will be highly advantageous

Personal Attributes:

- Exhibit behaviours that align with Pilbara Ports' values of Safety, Excellence, Teamwork, Integrity and Care
- Demonstrate commitment to an inclusive work culture that encourages diversity
- Embrace new technologies to encourage innovation, leading to the improvement of current practices
- Focus on the outcomes of the organisation over their individual success
- A collaborative communication style that engages others to work together to achieve outcomes
- Excellent interpersonal skills with the ability to manage and build productive relationships with diverse groups and convey technical concepts to non-technical stakeholders
- Communicate ideas in a persuasive manner that builds support, agreement and commitment
- A collegiate leadership style that influences others to create buy-in, gain trust and motivate action
- Aptitude for identifying problems quickly and developing practical solutions

Work-Related Requirements:

- Proven experience as an ICT Operations Manager leading Information Technology and Operational Technology operations teams in complex and dynamic environments requiring 24/7 support
- Experience with system installation, configuration and analysis
- Technical proficiency and thorough knowledge of IT infrastructure, networks and systems incl. cloud computing to effectively manage and troubleshoot issues

- Demonstrated extensive experience in technology, specifically in infrastructure, operational technology and cybersecurity
- Deep cybersecurity expertise including a risk-based approach, aligning cybersecurity models to corporate-level compliance requirements and risk management
- Expert experience in service management and application support services, including the application of best practice frameworks such as ITIL
- Strong leadership skills to effectively manage a team of IT professionals and drive performance, responding to competing demands and achieving desired outcomes within agreed deadlines
- Excellent communication skills to effectively interact with team members, senior management and other stakeholders, with the ability to write clear reports and liaise, negotiate and build productive relationships with internal and external stakeholders
- Ability to manage a multitude of complex projects
- Knowledge of applicable legislation and industry standards and the ability to translate this knowledge into Pilbara Ports' business environment

The ability to gain a Maritime Security Identification Card and WA Driver's License is a prerequisite for this position with Pilbara Ports.