POSITION DESCRIPTION

POSITION TITLE:	IT Manager		**Date:** February 2026
DEPARTMENT:	Information Technology	**LOCATION:**	Head Office – Sydney (hybrid)
Status:	Full-time	**Job Grade/Award Level**	N/A
REPORTS TO:	Chief Executive Officer		
DIRECT REPORTS:	Network & Systems Engineer, Interim Systems Administrator Functional Oversight: IT/Events Technical Mgr and Venue Technicians for technical standards, training and escalation	**No: of Reports: 1 - 2**	

Position Purpose

The IT Manager is a hands-on, pragmatic technology leader who develops and and implements Cliftons technical strategy, and oversees core platforms, networks and IT operational standards.

The role manages corporate platforms and infrastructure, leads resilient IT practices and works with Operations to support consistent venue technical delivery so we reliably deliver remarkable event experiences. The role is also accountable for a pragmatic program of systems automation and safe AI adoption.

This role reports directly to the Chief Executive Officer (CEO) and partners with the Senior Leadership Team, and other stakeholders to execute the company's vision, optimise efficiencies, improve delivery, and enhance the customer experience.

Accountabilities

Strategy & Platform Ownership	• Develop and deliver the technology strategy and roadmap that supports Cliftons commercial objectives and vision of creating remarkable experiences. • Collaborate with the CEO and Leadership team to provide advice on strategy, IT performance, risk, compliance, and other key IT matters. • Manage and optimise core business platform outcomes (Dynamics 365 CRM and dynamic document generation, client portal and Power BI reporting) to ensure technology investment is aligned to measurable benefits. • Identify and prioritise automation and AI use cases; run discovery and proof-of-concept work that delivers clear business value.
Operational Resilience & Governance	• Oversee the reliable, secure and cost-effective IT delivery across the group, including corporate networks, device provisioning, backups and cloud services. • Ensure business continuity plans and tested recovery procedures are in place, with clear, measurable recovery targets. • Implement effective controls and systems to manage risks and comply with customer and company standards, local legislation, and relevant regulations.
Budgeting and resource allocation	• Collaborate with the CFO and their team to prepare annual IT budgets and manage budget adherence. • Optimise resource allocation, balancing operational needs and strategic priorities. • Monitor and evaluate IT investments, identifying opportunities for cost savings and efficiency improvements.
Drive operational efficiency and collaboration	• Manage the IT components of employee onboarding and off boarding in collaboration with the People & Culture team

	• Functionally guide the IT / Events Technical Manager and venue technicians on technical standards, training and escalation protocols so venues deliver consistently under pressure.
	• Provide T1,T2,T3 IT helpdesk support to approximately 100 staff within the organisation to maintain business continuity.
	• Foster a culture of support and collaboration across the organisation to facilitate cross-functional project development and delivery.
	• Work closely with the CEO, Director People & Culture, Director of Operations, Commercial Directors, Event Services and Venue teams to align organisational systems, policies, and practices with core values.
Vendor management and external relationships	• Engage with relevant IT, operations, and property-related contractors and service providers to ensure optimal operational delivery. • Manage vendor relationships, negotiate contracts, and monitor vendor performance to ensure high-quality service delivery and value for the organisation.
Corporate Citizenship	Consistently demonstrate an alignment to Cliftons vision of creating remarkable experiences and our core values - FLIPIT: Fun, Leadership, Innovation, Passion, Integrity, Teamwork

Internal contacts

Chief Executive Officer, Director, Chief Financial Officer, Financial Controller, Director People & Culture, Director of Operations, Commercial Directors, Technical team, Venue Managers, Events Services team.

External contacts

Biztech, portal supplier(s), Xpertdocs/templating supplier, backup/recovery vendors, venue MSPs and relevant contractors

Qualifications/Work Experience /Knowledge Requirements and Competencies

Knowledge & Experience:

- 7 - 10 years of relevant IT experience with demonstrable operational ownership and practical platform experience.
- Hands-on familiarity with enterprise SaaS platforms and vendor management.
- Experience managing IT in a multi-site operations-facing organisation
- Demonstrated ability to lead small teams, run DR tests, and convert technical work into simple operational standards.
- Strong stakeholder & commercial skills; confident presenting to CEO / Board.
- Ability to travel to regional offices and other company locations as required.
- Some work outside standard business hours may be required to provide reasonable support to maintain business continuity (eg. responding to critical system incidents, outages or security matters,) consistent with the requirements of the role

Desirable:

- Exposure to Dynamics 365/CRM ecosystems, client portal architectures, Power BI and Power Platform / Power Automate automation platforms.
- Experience with venue AV/IT, exam delivery or hospitality IT is useful but not essential.

Qualifications:

- Bachelor's degree in Information Technology or related field or equivalent experience.

Competencies:

- Tech Savvy: *Anticipating and adopting innovations in business-building digital and technology applications*

- Cultivates Innovation: *Creating new and better ways for the organisation to be successful*

- Customer Focus: *Building strong customer relationships and delivering customer-centric solutions*

- Decision Quality: *Making good and timely decisions that keep the organisation moving forward*

- Builds effective teams: *Building strong identity teams that apply their diverse skills and perspectives to achieve common goals*

- Drives Engagement: *Creating a climate where people are motivated to do their best to help the organisation to achieves its objectives*

- Develops Talent: *Developing people to meet both their career goals and the organisation's goals*

- Communicates effectively: *Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences*

- Drives results: *Consistently achieving results, even under tough circumstances*

- Ensures Accountability: *Holding self and others accountable to meet commitments*

- Action oriented: *Taking on new opportunities and tough challenges with a sense of urgency, high energy & enthusiasm*

- Being Resilient: *Rebounding from setbacks and adversity when facing difficult decisions*

Agreed by   _____   Date   _____

Manager   _____   Date   _____