

Job Description



JOB TITLE: IT Manager	
LOCATION: Auckland HQ	
POSITION TYPE: Permanent Full Time	WORKING HOURS: Mon – Fri (Flexitime)
REPORTS TO: CEO	

Purpose

The IT Manager is responsible for the overall delivery, reliability, and continuous improvement of IT services across Haka House Management Limited and its asset network.

This role provides hands-on leadership and accountability to ensure staff and guests have stable, secure, and high-performing systems, while also shaping local IT priorities, service standards, and improvement plans.

A key focus of the position is vendor, contract, and service-provider management, ensuring consistent delivery of hardware, software, cybersecurity controls, and support services in line with agreed SLAs and business needs.

The IT Manager works closely with the Group Director of IT – GCPH, who owns group-wide IT strategy, architecture, and platform direction. The IT Manager translates that direction into effective local execution, governance, and service outcomes—ensuring operational excellence while identifying and proposing enhancements aligned to business goals.

Responsibilities

- Own IT service delivery across Haka House Management Limited and its asset network, ensuring reliable and secure systems for staff and guests.
- Oversee day-to-day IT operations: user support, networks/Wi-Fi, endpoints, core applications, backups, and availability monitoring.
- Manage cybersecurity controls, access management, patching, and security incident response in line with policy and compliance needs.
- Manage IT vendors and service providers, including contracts, renewals, performance governance, and escalations.
- Deliver local IT projects and upgrades (implementations, property onboarding, refurbishments) aligned to Group IT direction.
- Manage IT budgets and licensing, optimizing costs while meeting operational and growth requirements.
- Act as the primary IT stakeholder for properties and corporate teams, providing reporting, guidance, and continuous improvement recommendations.

Skills / Qualifications

- Bachelor’s degree in Information Technology, Computer Science, or related field (or equivalent practical experience).
- 5+ years’ experience in IT operations or IT management, preferably within hospitality, hotels, or multi-site environments.
- Strong knowledge of hospitality technology systems (PMS, POS, channel managers, booking engines, payment gateways, guest Wi-Fi platforms).
- Solid understanding of network infrastructure (LAN/WAN, VLANs, firewalls, Wi-Fi), cloud environments (e.g., M365, Azure), and endpoint management.
- Experience with cybersecurity best practices, data protection standards, and PCI compliance in hospitality environments.
- Proven vendor and contract management experience, including SLA governance and cost control.
- Strong troubleshooting, analytical, and problem-solving skills in high-availability environments.
- Excellent stakeholder communication skills, with the ability to translate technical concepts into business terms.
- Financial literacy with experience managing IT budgets and optimizing licensing and service costs.
- Ability to work independently across multiple sites while aligning with group-level IT strategy.

Key Working Relationships

Internal:	<ul style="list-style-type: none"> ○ CEO ○ Haka Leadership Team ○ Hostel/Asset Teams ○ Finance Team
External:	<ul style="list-style-type: none"> ○ IT suppliers, service providers, and hardware/software vendors (high-frequency interaction) ○ Group Director of IT ○ Technology partners

Performance Metrics

<i>Key Deliverable</i>	<i>Means of Achieving</i>
Vendor & Contract Management	<ul style="list-style-type: none"> ○ Hold vendors to agreed SLAs and escalate promptly when performance issues arise. ○ Review contracts regularly to ensure cost-effectiveness and alignment with operational needs. ○ Maintain strong, professional relationships with key vendors to ensure responsiveness. ○ Collaborate with the Group Director of IT – GCPH on major IT vendor decisions and renewals.
System Uptime and Performance	<ul style="list-style-type: none"> ○ Ensure proactive monitoring of systems, networks, and hardware to prevent outages. ○ Respond promptly to IT tickets and prioritise issues that impact operations. ○ Complete regular maintenance, patching, and updates on all systems and devices.

	<ul style="list-style-type: none"> ○ Communicate clearly with staff regarding outages, resolutions, and expected timelines.
Cybersecurity Posture	<ul style="list-style-type: none"> ○ Ensure timely completion of security patches, updates, and access reviews. ○ Maintain compliance with Group-level security standards and protocols. ○ Respond promptly to any security alerts, suspicious activity, or incidents. ○ Provide staff with guidance or reminders to support good cybersecurity practices.
Project Delivery	<ul style="list-style-type: none"> ○ Develop clear timelines, scopes, and resource plans for each IT project. ○ Communicate progress and risks with relevant stakeholders throughout delivery. ○ Coordinate with vendors and the Group Director of IT – GCPH to ensure alignment on project outcomes. ○ Deliver projects within agreed budgets and timeframes.
Health & Safety	<ul style="list-style-type: none"> ○ All health & safety protocols are adhered to. ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form ○ Report any major incidents using the incident management table without delay
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p>Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p>Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.</p> <p>Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p>Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success.</p> <p>One In a Million At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.</p> <p>Reach For It Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.</p> <p>Sense of Place</p>

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| | <ul style="list-style-type: none">○ We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home. |
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