Job Description

Title:	Infrastructure & Platforms Lead	Location:	Auckland
Business Unit:	Digital	Term:	Permanent
Reports to:	Head of Technology Operations		

Context

Our vision is to be the number one streamer for trusted news, sport and entertainment and we have three strategic pillars to support the business to achieve this:

- **Audiences**
  Deliver exceptional, digital-led content and experiences for viewers.
- **Revenue**
  Be the preferred digital platform for NZ advertisers.
- **Future Business**
  Realign our operating and cost models with a digital-first focus.

Purpose of this role:

The Infrastructure & Platforms Lead is responsible for the delivery, performance and continual improvement of TVNZ's infrastructure and network services. This hands-on leadership role ensures the reliability, scalability, security and cost-effectiveness of the technology platforms that support TVNZ operations across on-premise and cloud environments.

The role builds and maintains robust infrastructure and network capability, embeds automation and FinOps practices, and works closely with the Cyber Security team to ensure systems are secure, compliant and aligned with TVNZ's strategic goals. The Infrastructure Manager also represents the domain as subject-matter expert within governance forums, including the Architecture Review Board (ARB)

Core responsibilities:

Infrastructure, Cloud & Network Operations

- Oversee the design, implementation and operation of infrastructure and network services across on-premise and cloud environments.
- Maintain reliability, security and performance through proactive monitoring, patching and lifecycle management.
- Lead incident and problem management, ensuring root-cause analysis and continuous improvement.
- Drive automation and Infrastructure-as-Code practices to improve consistency and reduce manual effort.
- Manage vendor and service-provider relationships to ensure quality, value and operational performance.

Cloud & FinOps Management

- Manage the performance, capacity and cost of TVNZ's cloud and on-premise infrastructure.
- Apply FinOps principles to monitor, analyse and optimise cloud spend, ensuring visibility and accountability.
- Partner with Finance and Technology teams to forecast budgets, plan costs and maintain effective governance for resource utilisation.
- Promote a culture of cost awareness and efficiency in cloud and infrastructure operations.

Security, Compliance & Collaboration

- Partner with the Cyber Security team to align infrastructure and networks with security frameworks and controls.
- Foster a strong security culture within the team, ensuring ownership and adherence to secure practices.

- Support vulnerability management, access controls and compliance with audit and risk requirements.

Strategy & Architecture

- Represent Infrastructure and Networks as SME within the ARB and wider Technology governance forums.
- Contribute to technology roadmaps and architecture standards that ensure platforms are scalable, secure and future-ready.
- Provide technical leadership for projects and solution design
- Identify and deliver opportunities to simplify, automate and modernise infrastructure services.

Leadership & People

- Lead & coach the infrastructure team to deliver reliable, high-quality services.
- Foster a collaborative, customer-focused and high-performing culture.
- Ensure strong operational discipline, including adherence to ITIL, change and incident-management processes.
- Promote and ensure compliance with good security practices across all infrastructure and network activities.
- Manage capability, performance and resourcing to support 24×7 operations and service availability.

Note: These duties may change from time to time to meet operational or other requirements



Leadership Expectations

- Live our values everyday
  - Demonstrate technical leadership through collaboration, accountability, and customer focus.
  - Build trusted relationships across Technology and the wider business.
  - Lead through influence, expertise, and positive role modelling.
  - Encourage innovation, continuous improvement, and a growth mindset.
- Uphold Te Tiriti o Waitangi and embed TVNZ's Rautaki Māori.
- Drive a safety culture and take ownership and accountability for keeping our people safe.



Desired Capabilities

- Proven leadership experience managing technical teams in a complex, 24×7 enterprise environment.
- Strong background in infrastructure, networks and cloud operations (Azure, AWS, VMware, Windows Server, AD, O365).
- Skilled in automation, Infrastructure as Code (Terraform, Ansible), hybrid network design and performance management.
- Experience applying FinOps principles to optimise cloud expenditure and drive cost efficiency.
- Demonstrated ability to represent Infrastructure as SME/architect in governance and design forums.
- Sound knowledge of ITIL, DevOps and CloudOps practices and their application in hybrid environments.
- Strong analytical and problem-solving skills, using data to inform operational and financial decisions.
- Excellent communication and influencing skills; able to engage confidently with technical and non-technical stakeholders.
- Relevant tertiary qualification in Information Technology or similar.
- Desirable certifications: Microsoft Azure, AWS, Cisco (CCNP), ITIL, or FinOps Certified Practitioner.
- Able to balance innovation, risk, cost, and operational excellence.