Port Marlborough

ROLE DESCRIPTION — IT COORDINATOR

LOCATION	Picton, Marlborough Region
REPORTS TO	Digital Strategy & IT Manager
DIRECT REPORTS	Nil
THE BUSINESS CONTEXT	As Marlborough's regional port, we facilitate a wide range of shipping and marine activities including Cook Strait ferry operations, bulk cargo export, cruise and superyacht visits, aquaculture industry requirements and vessel maintenance. In addition, we operate three significant marinas across the Marlborough Sounds under our Marlborough Sounds Marinas brand. As a team we have a clear vision to lead the way as an environmentally restorative port, driving success for Marlborough. Our strategy is guided by five pillars: People, Planet, Prosperity, Partnerships and Performance. Together, these provide the framework for how we operate, grow, and create value for the region. Through People, we are committed to building a safe, inclusive, and rewarding workplace. Planet guides our ambition to restore and protect the unique environment we operate in. Prosperity reflects our role in supporting and facilitating Marlborough's economy and industries. Partnerships highlight the importance of working alongside regulators, iwi, customers, communities, and stakeholders. Performance ensures we deliver sustainably with discipline, efficiency, and accountability. We are committed to applying our values of Hauora – value well-being, Kaitiakitanga – protect the future, Mahi Tahi – work together, Pono – act with integrity, and Kairangatira – deliver excellence, to everything we do. These values connect our vision and pillars with the way we work every day.
ROLE PURPOSE	The IT Coordinator supports the delivery of Port Marlborough's technology strategy and digital initiatives through project coordination, technology administration, user support and cyber security activities. The role is responsible for: • Coordinating technology projects, including planning, testing and implementation. • Supporting technology adoption through training, user support and communications. • Managing technology administration, documentation and vendor relationships. • Supporting cyber security, risk management and technology operations.
KEY RELATIONSHIPS	Digital Strategy & IT Manager; Senior Leadership Team; People Leaders; all Port Marlborough employees; People & Safety; technology vendors; managed service providers; cyber security providers; software suppliers; telecommunications providers; project implementation partners.

KEY ACCOUNTABILITIES

IT Project Coordination and Delivery	• Coordinate IT and digital projects through planning, testing, implementation and review. • Maintain project plans, schedules, actions, risks, issues and supporting project documentation. • Coordinate project meetings, workshops, testing and implementation activities with stakeholders and vendors. • Monitor project progress, actions and risks, escalating issues where required. • Coordinate user testing, rollouts, go-live support and operational handover. • Prepare project reporting, status updates and dashboards for stakeholders and management. • Support delivery of technology strategy and roadmap initiatives across business systems, Microsoft 365, AI, cyber security, infrastructure and digital improvement projects.
Health, Safety & Wellbeing	• Demonstrate personal responsibility and accountablity for Health, Safety & Wellbeing. • Observe all company Health and Safety policies and the Health and Safety Management System (HSMS) • Report events, trends, performance indicators, corrective actions and initiatives. • Complete corrective or preventative actions in agreed timeframes.
Training, Digital Capability and Adoption	• Develop training plans and deliver practical technology training for individuals, teams and the wider organisation. • Create and maintain user guides, knowledge articles, FAQs and other learning resources. • Support employee adoption of Microsoft 365, Teams, SharePoint, OneDrive, Copilot, AI tools and other approved business systems. • Provide floor-walking, one-to-one coaching, small-group sessions and follow-up support during technology rollouts. • Maintain stakeholder, communication and readiness plans. • Work with business owners and vendors to ensure training is accurate, practical and appropriate for different user groups. • Monitor adoption and feedback to improve systems, processes and learning resources, while promoting secure technology use.
Change and Communications Support	• Support change planning for new technology, processes and ways of working. • Prepare launch communications, reminders and user updates explaining what is changing, why it matters, what is required and available support.

	• Maintain stakeholder lists, communication plans, readiness checks and feedback channels. • Identify barriers to adoption and work with the Digital Strategy & IT Manager and business leaders to address them.
Technology Administration and Documentation	• Maintain technology procedures, standards, knowledge resources and operational documentation. • Administer technology SharePoint content, document libraries and controlled records. • Maintain accurate records for technology assets, software licences, vendors, contracts, warranties and support agreements. • Support technology procurement, inventory management and secure storage. • Ensure documentation and evidence are current, organised and available for governance, audit and certification requirements.
Operational IT Coordination	• Act as a key coordination point between employees, vendors and service providers. • Coordinate user issues and service requests requiring supplier support, ensuring appropriate follow-through and escalation. • Support technology onboarding and offboarding, including approved access, equipment and training requirements. • Coordinate the setup and rollout of laptops, mobile devices, peripherals, meeting room technology and approved applications. • Identify recurring issues and coordinate practical improvements to user experience and service delivery.
Cyber Security and Compliance Support	• Coordinate cyber security awareness activities, training campaigns and completion follow-up. • Maintain cyber security documentation, audit records and remediation registers. • Support access reviews, onboarding and offboarding controls, policy communications and certifications. • Support cyber incident records, communications and follow-up actions under the direction of the Digital Strategy & IT Manager.
Continuous Improvement	• Identify opportunities to improve technology processes, user experience, documentation and digital capability. • Support process mapping, automation, workflow and productivity initiatives. • Use employee feedback, service trends and project lessons to drive practical improvements and a collaborative learning culture.

	• Undertake other duties, projects and initiatives as reasonably required by the Digital Strategy & IT Manager, General Manager - Finance & Technology, or Chief Executive, consistent with the role.

COMPETENCIES REQUIRED

Hautūtanga **Leadership**	• Demonstrate personal leadership by taking ownership, following through on commitments and applying Port Marlborough values in all interactions. • Communicate clearly and confidently with people who have different levels of technical knowledge. • Build confidence in change by being organised, approachable, patient and solutions-focused. • Know when to act, when to seek advice and when to escalate.
Hauora **Wellbeing**	• Contribute to a safe, healthy and supportive workplace. • Plan project and training activities with the wellbeing, workload and safety of participants in mind. • Identify and report hazards, risks and concerns through the appropriate channels. • Genuinely care about people and provide respectful, inclusive support.
Mahi Tahi **Working Together**	• Build effective relationships with internal customers, vendors and delivery partners. • Involve the right people in planning, testing, implementation and review activities. • Encourage open communication, shared problem-solving and practical feedback. • Support colleagues and contribute to the success of the wider team.
Kaitiakitanga **Guardianship**	• Use technology resources responsibly and support sustainable asset and lifecycle practices. • Consider environmental impacts when coordinating procurement, deployment and disposal activities. • Protect Port Marlborough information, systems and technology assets.
Pono **Integrity**	• Act fairly, honestly and professionally. • Maintain confidentiality and handle sensitive information appropriately. • Keep accurate records, acknowledge mistakes and seek feedback. • Follow agreed policies, controls and approval processes.
Kairangatira **Deliver Excellence**	• Meet the expectations of internal and external customers through high-quality, user-centred coordination and training. • Plan carefully, meet agreed deadlines and maintain attention to detail. • Anticipate stakeholder needs and communicate early where delivery may be at risk.

	• Drive improvements in adoption, efficiency, service quality and user confidence.
SKILLS, KNOWLEDGE, EXPERIENCE	
Essential	• Demonstrates cultural awareness and respect, including understanding of Te Tiriti o Waitangi and engagement with iwi. • Relevant qualification in information technology, business technology, project coordination, adult education or a related field, or equivalent experience. • Experience coordinating technology, systems or business improvement projects. • Experience delivering employee training, user guidance or technology adoption support. • Working knowledge of Microsoft 365, including Teams, SharePoint, Outlook and OneDrive. • Strong planning and organisational skills, with attention to detail and the ability to manage competing priorities and maintain accurate records. • Excellent communication and facilitation skills, with the ability to translate technical information into practical guidance. • Strong relationship management and customer service skills. • Awareness of cyber security, privacy and information management requirements. • Initiative, sound judgement and practical problem-solving skills. • Full New Zealand Driver Licence.
Desirable	• Formal project coordination or project management training or certification. • Experience with change management, technology adoption or organisational learning. • Experience developing digital learning resources and knowledge materials. • Experience with Microsoft Copilot, Power Platform or other productivity technologies. • Experience with SharePoint administration, document management or workflow support. • Exposure to cyber security frameworks, audits or certifications. • Experience supporting technology, infrastructure or operational improvement projects. • Experience in a multi-site, operational, port, marine or infrastructure environment.