



IT Operations Lead

We are looking for a hands-on, technically confident IT Operations Lead who thrives in a fast-moving, multi-site environment.

Our Values:

At Abodo, we live by our values which shape our culture and guide our actions:

- **Take Pride:** We don't take chances. We ensure we are a reliable supplier of carefully crafted products and services
- **Solve Problems:** We provide solutions to our customers' problems and our own internal problems with a spirit of innovation
- **Propel Change:** Our impact is to make a difference. We go beyond sustainability in the way we work. We leave things better than where we found them
- **Champion People:** Our solid bond helps to create a Better Tomorrow for everyone

About the Role:

Abodo crafts sustainable timbers for beautiful, long-lasting buildings. With operations across New Zealand and a growing global footprint, we are building a tech foundation to support our manufacturing, office operations, and customer-facing teams.

This role sits at the intersection of infrastructure, logistics, and operations — supporting the people and technology that keep our business moving.

Reporting to our Head of Commercial and based at our Mangere, Auckland office, with weekly travel to our manufacturing site in Ohinewai (30 minutes from both Hamilton and Pokeno), this is a delivery-focused position, ideal for someone who enjoys solving problems, rolling up their sleeves, and supporting both office and industrial environments.

Guiding a small IT team, your role spans the corporate office, manufacturing sites, and warehouses. You will maintain systems, manage vendors, purchase technology aligned to business needs and directly support infrastructure, equipment, and users across our network.

Day in the life:

- Manage IT infrastructure across Mangere, Ohinewai, Cardrona, and Malaysia sites
- Deploy and support workstations in office and warehouse environments
- Set up and maintain networked devices, AV systems, CCTV, and visitor management tools
- Troubleshoot LAN, Wi-Fi, and VPN connectivity across mixed-use spaces
- Support industrial tech including sawmill systems and OT networks
- Collaborate with production teams to resolve operational IT issues
- Oversee incident and service request management across the business
- Manage vendors, procurement, and IT stock across multiple suppliers
- Implement cybersecurity measures including MFA and endpoint protection
- Enforce IT governance policies and support security awareness initiatives
- Maintain IT documentation, track costs, and support internal reporting

○ **General enquiries**
+64 9 249 0100
info@abodo.co.nz
abodo.co.nz

○ **Postal address**
Abodo Wood Limited
PO Box 2011366
Auckland Airport
Auckland 2150, New Zealand

○ **New Zealand headquarters**
Abodo Wood Limited
62 Ascot Rd
Mangere
Auckland 2022, New Zealand



What you'll bring:

- 5+ years in IT support, systems administration, or infrastructure
- Experience leading IT operations and supporting mixed environments (office, warehouse, industrial)
- Strong with Microsoft 365, Azure AD, MFA, and core networking (VLANs, Wi-Fi, VPNs)
- Confident troubleshooting both business systems and production machinery
- Skilled in asset management, incident resolution, and vendor coordination
- Comfortable sourcing tech solutions and managing supplier relationships
- Familiarity with OT networks, AV/CCTV systems, cybersecurity practices, ITIL frameworks, and low-code tools like Power Automate would be preferred

What Success looks like:

- You **Take Pride** that IT is seen as a trusted partner in both operations and office support and staff and machinery stay connected and productive
- You **Solve Problems** – IT incidents are resolved quickly and effectively
- You **Propel Change** – improving systems and processes
- You **Champion People** - supporting and empowering your team

Benefits:

- Health care insurance
- Income protection
- Yearly Bonus
- Ongoing training and development
- Work life balance with hybrid working
- Work culture in which you thrive

If you're ready to lead IT operations in a dynamic, hands-on environment where your work truly matters, we want to hear from you. Apply now!

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