

## Position description:

# Infrastructure Operations Performance Specialist

## Reporting to:

Head of Infrastructure

## Date:

March 2026

## Location:

Various

## The role

This role helps keep our core infrastructure running smoothly and improving over time. It focuses on day-to-day monitoring, driving continuous improvement, and making sure systems perform reliably. The role acts as a link between operational teams and leadership—using performance data and practical insight to improve services, support change, and ensure what we deliver meets expectations.

## Position accountabilities

- A technical, hands-on role focussed on monitoring, maintaining and improving the performance of infrastructure products and delivery of change.
- Bridges the gap between 3rd party or internal operations and strategic management by analysing system/process performance, troubleshooting issues and implementing or recommending continuous improvement plans to ensure high availability, security and efficiency.
- Provides continuous assurance over the delivery of services to ensure they are meeting or exceeding performance expectations.
- Maintains data on KPIs for the infrastructure products and services.
- Assists with the onboarding of new suppliers or services.
- Assists Domain Leads with internal infrastructure team operations, including the monitoring, control and communication of delivery of change.



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## Knowledge, experience and skills

- Broad experience in ICT infrastructure operations, preferably covering networks, security, hosting and end-user domains.
- Strong analytical abilities using a range of tools and techniques.
- Troubleshooting and Problem solving skills with attention to detail.
- Strong communication and influencing skills.
- ITIL certification.
- Growth mindset to drive innovation. Believes in non-hierarchical culture of collaboration, transparency, safety and trust, thrives in a fast-paced environment and adjusts quickly to change.

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### Our purpose

Clean energy for a fairer and healthier world.

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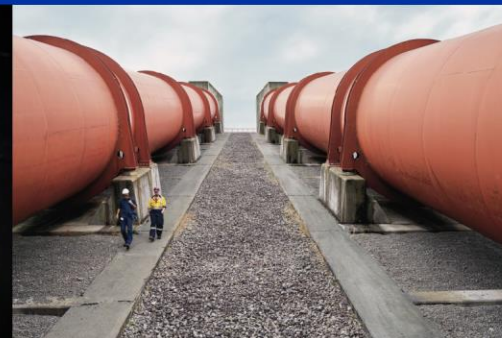
### What we value

Customers, Safety, Sustainability, People.

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### Our behaviours: 'How to Be'

Be gutsy, Be a good human, Be in the waka.



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