



Chief Information Officer



nimbus

Melbourne • CBD & Inner Suburbs

Information & Communication Technology • Management

Full Time

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nimbus specializes in solving complex Workforce Optimization (WFO) problems with simple and intuitive cloud-based solutions. Our products are designed to help businesses operate with improved efficiency, compliance, and workforce flexibility.

Our three-core pure cloud solutions are:

nimbus Time2Work is a highly configurable, easy-to-use WFO solution, providing controls which empower employees and guarantee regulatory compliance. nimbus Time2Work is built for front of house employees in an array of industry verticals, including: Health (Public and Private); Education (Universities and Higher Education institutions); Justice (Prisons, Detention Centres, Prison Escort Services, Courts); Border Control (Civilian and Military airports), including air traffic control towers; Retail (Store, Warehouse, and Online Operations); Hospitality (Mid-Large Scale Events, Restaurants, Food and Beverage Outlets); and UK, Australian, and US Government contracts.

nimbus Connect provides a human optimization platform for WFM contact centre and back-office employees. Facilitating cloud connectivity with unique US Patented Access Controls (PAC controls), ensuring the clients' legal and corporate compliance, employee engagement, and best practice customer service.

nimbus Hub assists the world's leading Telecommunications companies manage their VOIP telephony infrastructure for clients, facilitating an automated mission critical Disaster Recovery Management plan for unforeseen events (Covid-19) and/or commercial restructure.

Our core focus is to provide customer configured solutions to ensure our proven patent process enables businesses to be confident they have the best security, compliance, and employee management system available.

About the role

The Chief Information Officer (CIO) role will be responsible for setting the product strategy at nimbus. The product strategy includes the direction in terms of function, architecture, development methodologies and capability requirements.

The CIO would work across the business in a cross functional approach to ensure alignment to the product strategy and will play a key role in communicating the product direction externally to

clients, prospects, partners, and industry analysts. In addition to driving the product strategy, the CIO must see themselves as an internal and external communicator, salesperson, and influencer.

We are looking for an experienced candidate within the Human Capital Management (HCM) or Workforce Management (WHM) industry.

This role would suit a hands-on experienced technologist with deep product or software management track record. You would possess strong leadership and interpersonal skills and be a people manager.

Organizational Positioning of the Role

Reporting to the Chief Operating Officer, the CIO would be a part of the nimbus executive leadership team. The CIO would be required to regularly report to the Board on strategy direction and progress against product strategy. This role would directly manage both the product team and Operations team. The cross functional responsibilities of this role include, but not limited to

- Business Development and Sales – provides executive pre-sales support to the sales process including providing product strategy content and presenting and participating in key client / prospect meetings.
- Client engagement – participates as the principal product authority in key client discussions, client advisory groups and project delivery milestones and/or issue discussions.
- Product Development – provides strategy and product roadmap compliance oversight and approves key design and technology decisions in line with the approved product strategy.
- People – provides input into key talent acquisition and retention processes and policies. Mentors and support key roles.
- Finance – provides budget and ongoing financial input and updates.

Key responsibilities of the role

- Develop and maintain the product strategy for approval by the board – the product strategy will cover key areas of architecture (business, application and infrastructure), roadmap and execution plans.
- Design and technology decision making authority – all key decisions must be approved by the CIO within the board approved product strategy.
- Ensure the product scope (macro – e.g. workforce management and micro – e.g. rostering function) continues to evolve based on an 'outside in' client requirements and general global industry research view of the future.
- Participates in client advisory groups as the principal product authority – provides product roadmap updates and seeks feedback on directions.
- Maintains a clear and current view of competitor positioning as input to the product strategy.
- Support business development and Sales activities as the principal authority on product strategy and market positioning.
- Builds and maintains key relationships with technology partners to ensure alignment with technology directions and to identify opportunities for joint go to market /investment activities.
- Actively participates in industry forums and conferences and seeks out opportunities to present and influence within this community.
- Establishes and maintains the product lifecycle methodology (Plan – Build – Run in a DEVOPS model) and provides oversight and support for the day-to-day operations across the lifecycle.

- Ensures an ongoing focus on efficiency and productivity through automation and commercial arrangements for the supply of services (e.g. AWS, Azure).
- **Participates in the identification and selection of key business talent.**
- **Provide mentoring and support to business talent.**
- Designs and oversees the internal systems function and information requirements of the business including managing internal application and infrastructure requirements (Information access, business applications (e.g. Finance, CRM, Internet, Email, SSO, policies, procedures etc.)
- Develops and maintains contemporary client service platforms that balance automation with 'high touch' engagement.
- Taking on the InfoSec tasks.
- Ensure compliance with SOC2 and ISO 27001 reporting.

As part of the nimbus Cloud team, you will receive dedicated support, including real career progression opportunities, enjoy a collaborative and innovative culture where work is enjoyable and provides personal growth and satisfaction, and enjoy true work flexibility.

Nimbus Cloud is an equal opportunity employer. We celebrate diversity and are committed to creating a safe and inclusive environment for all employees. We encourage job applications from Aboriginal people, people with disabilities, and people from culturally diverse backgrounds.

Find out more about the exciting work we do at nimbus and follow our journey on LinkedIn.

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