

ARUN PADALA

ICT Manager | IT Operations & Service Delivery



**Microsoft
CERTIFIED**
Solutions Expert
Server Infrastructure

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PROFESSIONAL PROFILE

ICT leader with 13+ years of experience across public and private sector environments. Combines team leadership and service management with practical expertise in Microsoft 365, cloud, cybersecurity and infrastructure. Leads ICT services for Hāpaitia and eight Industry Skills Boards, with experience delivering organisational transitions, improving service delivery and reducing technology costs. Build capable teams and work closely with senior leaders and technology partners to deliver secure, reliable services that people can use confidently.

CORE CAPABILITIES

Leadership & delivery: ICT strategy and planning; team leadership and mentoring; stakeholder engagement; vendor and contract management; budgets and procurement; change delivery.

Operations & governance: IT service management; service desk improvement; security and risk management; business continuity; information governance; user adoption.

Technology: Microsoft 365, Azure, SharePoint, Teams, Entra ID, Intune, Autopilot and Purview; cloud migration; identity, endpoint and infrastructure management.

PROFESSIONAL EXPERIENCE

Hāpaitia Shared Services | Wellington

ICT Manager — Industry Skills Boards | Jan 2026 – Present

ICT Manager — Workforce Development Councils | Jul 2022 – Dec 2025

Technology Lead — WDCs | Jan 2022 – Jul 2022 (contract)

Lead ICT operations in a shared services environment, supporting Hāpaitia and eight Industry Skills Boards (ISBs), following the transition from Workforce Development Councils (WDCs).

- Led key ICT transition activities for WDC closure and the establishment of eight ISBs within a single Azure / Microsoft 365 tenant, coordinating technical readiness and service continuity.
- Delivered transition work spanning data migration and clean-up, ISB domains, SharePoint and Teams configuration, identity and access controls, device readiness and vendor coordination.
- Lead a small ICT team covering service desk, endpoint management, access, cloud services and user support; coach staff and develop internal capability.
- Implemented Freshservice (Tēpu Ratonga) for IT service management, with adoption across other Hāpaitia functions including Finance and People & Culture.
- Negotiated a move from Microsoft Enterprise Agreement E3 licensing to an Education A5 framework, reducing annual licensing costs by 60%.
- Manage digital workplace services across Microsoft 365, Entra ID, Intune, Autopilot and Purview, supporting secure access, information governance and user adoption.
- Work with senior leaders, business teams and suppliers to prioritise technology improvements, manage change and maintain cost-effective, dependable services.

PROFESSIONAL EXPERIENCE — CONTINUED

Ministry of Foreign Affairs & Trade | Wellington

Technical Lead — APEC 2021 | Jan 2021 – Dec 2021

- Led a small team of desktop engineers supporting New Zealand's first fully virtual APEC summit, delivered using Microsoft Teams.
- Contributed to virtual delivery solution design, managed technical escalations and coordinated VIP credentials in a high-profile international environment.
- Worked with government teams, vendors and APEC member economies to meet technical and protocol needs; maintained contingency documentation and advised technical leadership.

ECL Group | New Zealand & Australia

Infrastructure Support Engineer | Oct 2014 – Dec 2020

Supported a diversified business with approximately 700 staff across New Zealand and Australia.

- Led Level 1 and Level 2 support engineers, managed service delivery and mentored junior staff to build broader technical capability.
- Led an on-premises infrastructure migration to Azure; managed WAN, firewall and mobile migrations between telecommunications and service providers.
- Implemented a VoIP solution for the ECL helpdesk, reducing associated costs by 70%.
- Managed infrastructure, networks, incident resolution and service improvement; maintained disaster recovery and business continuity plans and coordinated annual exercises.
- Provided Windows and Linux application support, fuel-site network troubleshooting, monitoring, technical documentation and training.

Wheedle Limited | Christchurch

Systems Network Administrator | May 2013 – Aug 2014

- Supported round-the-clock availability of an e-commerce website and its Windows / Linux infrastructure, including VMware and AWS environments.
- Administered web, database and application services; monitored performance, analysed production logs and maintained network, backup and recovery operations.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Security, Compliance, and Identity Fundamentals

Microsoft Certified Solutions Expert (MCSE) — Server Infrastructure

Project Management Fundamentals

EDUCATION

Postgraduate Diploma in Advanced Network Engineering - New Zealand - 2013

Bachelor of Computer Applications - India - 2009

ADDITIONAL TECHNICAL EXPERIENCE

Windows Server, Active Directory, Group Policy, DNS/DHCP, AWS, VMware, LAN/WAN/VPN, Meraki, Fortinet, Veeam, backup and disaster recovery, ITIL-aligned service delivery.