

Head of IT Business Development & Operations

Reports To

General Manager, IT Operations & Managed Services

Direct Reports

Business Requirements & Customer Training Team | Project & Change Management | Product Support | Business Operations

ROLE PURPOSE

The IT Business Development & Operations Head drives the identification and development of new IT business opportunities while ensuring that NeraSol's IT service operations are efficiently managed end-to-end — from requirements gathering and project delivery through to product support and business operations. This role bridges commercial opportunity with operational execution, ensuring NeraSol can translate technology capabilities into revenue-generating services.

KEY RESPONSIBILITIES

IT Business Development

- Identify and develop new IT service opportunities, technology partnerships, and commercial propositions that grow NeraSol's revenue and market presence.
- Collaborate closely with the Head of Sales & Marketing to develop go-to-market strategies and winning proposals for IT services.
- Represent NeraSol's IT capabilities in client-facing engagements, bids, and tenders.
- Track and report on the IT business development pipeline, conversion rates, and revenue performance.

Business Requirements & Customer Training

- Oversee the business requirements function, ensuring client and internal needs are accurately captured, documented, and translated into actionable technical specifications.
- Lead customer training programmes, ensuring clients and end-users are equipped to adopt and effectively use NeraSol's technology solutions.
- Act as a bridge between the commercial and technical teams to ensure requirements integrity throughout delivery.

Project & Change Management

- Lead NeraSol's project management function, ensuring all IT projects are delivered on time, within budget, and to agreed quality standards.
- Drive structured change management practices to ensure technology deployments are adopted effectively by clients and internal teams.
- Maintain a project portfolio view, providing regular updates to the COO on project status, risks, and issues.

Product Support & Business Operations

- Oversee product support operations, ensuring clients receive timely, effective technical assistance for NeraSol's products and solutions.
- Manage business operations activities that support the smooth running of NeraSol's IT service delivery.
- Drive process optimisation and operational efficiency improvements within the IT operations cluster.

Product Commercialization

- Own annual IT business development revenue targets and sales pipeline performance.
- Lead the preparation and submission of technology proposals, tenders, RFPs and bid responses.
- Identify and establish strategic technology partnerships to expand NeraSol's service portfolio.
- Develop go-to-market strategies for internally and externally developed software products and managed services offerings.

QUALIFICATIONS & EXPERIENCE

- Master's degree in Business, Information Technology, or a related field; MBA or technical postgraduate qualification advantageous.
- Project management certification (PMP, PRINCE2, or equivalent) required; change management certification desirable.
- At least 10 years of experience in IT business development, IT project delivery, or technology operations management.
- Proven track record of both developing IT business opportunities and managing operational delivery.
- Strong technology sales background.
- Experience in IT consulting.

KEY COMPETENCIES

- IT Business Development and Commercial Acumen
- Project and Programme Management
- Requirements Management and Business analysis
- Change Management
- Client Engagement and Stakeholder Communication
- Operational Oversight
- Experience writing proposals.
- Project management expertise.
- Business analysis experience.