



Position Description

Job Title

Senior Technical Project Manager

Location

This role is based in Adelaide, we offer a hybrid model with the option to work from both the office and home.

Key Purpose

The Project Manager is responsible for leading the strategic delivery of the Identity and Access Management project portfolio, ensuring successful outcomes for both clients and vendors.

The candidate will have experience managing multiple cybersecurity and IAM initiatives, coordinating teams, and maintaining strong client relationships to achieve project goals on time and within scope.

This role combines senior stakeholder engagement, portfolio oversight, and practice capability development to ensure exceptional client outcomes and continuous improvement in project delivery standards.

About Us

We are a leading implementation partner specialising in Identity and Access Management, Privileged Access Management, and Identity Governance. We are a forward-thinking team of cybersecurity professionals driven by the desire to secure all apps and users.

We help businesses secure their environments by using modern tools, expert knowledge and a pragmatic approach.

We are rapidly becoming Australia's best-known IAM provider and are a trusted partner to our clients in Adelaide and across the country. Our reputation is built on being knowledgeable, highly experienced, effective and reliable.

Our team is everything. Hand-picked, high performing, driven and as smart as they come.

- We have grown since rapidly since 2019 and we will continue to attract the A-grade talent we need to grow and be the best.
- We have customised training plans to meet our people's needs whilst enhancing the capability of our business.
- We have fun and get the job done.
- We mentor and vet our staff to grow them into autonomous stars.

We are always looking for awesome, talented people to join our A-grade team.



About You

You will be a seasoned project delivery professional with exceptional leadership capabilities and a proven track record of delivering complex cybersecurity programmes. This role requires strategic thinking combined with hands-on execution excellence.

You will have extensive experience in service delivery, Agile methodologies, and managing high-value client relationships at executive level. Your ability to translate technical complexity into business value will be essential in driving successful outcomes.

Deep technical expertise in Identity and Access Management is highly valued. Strong familiarity with IGA, IAM, and PAM systems and principles is expected, along with experience across multiple vendor platforms such as Okta, SailPoint, CyberArk, Saviynt, Delinea, Microsoft Entra ID, and Silverfort. Experience with SIEMs, MS365, Ping, Forgerock, SuccessFactors, Workday, PeopleSoft, NetIQ and ServiceNow will strengthen your application. These are not necessary for the job, but a willingness to learn new technologies is what we are after.

You will need to take initiative and work comfortably without supervision. You will be expected to 'manage-up' and report back to senior consultants on progress. You will be expected to find problems and then create solutions. If you get stuck, you will need to have the nous to ask for help, delegate and team problem solve.

You will be expected to lead by example, providing mentorship and guidance to project managers and delivery teams. Your role includes establishing best practices, driving process improvement, and serving as the escalation point for complex delivery challenges.

We want a strategic leader who is also hands-on when needed, someone who will elevate our delivery standards and contribute to building our practice capability.

Working Relationships

This role will work closely with internal and external key stakeholders to understand business and technical needs of our clients, including the deployment and maintenance of technology solutions for our clients.

In particular this role will work closely with clients, Project Managers, Security Managers, IT Managers, Technical SMEs and Security resources to deliver complete solutions for our clients including decisions around appropriate technologies to use.

Internally, you will collaborate closely with Identifly Directors, Project Managers, and Technical SMEs to optimise delivery capability and team performance.

Key Responsibilities and Outcomes

You will be responsible for leading strategic project delivery, portfolio oversight, and practice development to drive exceptional outcomes across Identifly's client base. The position's key responsibilities include:

Project Delivery and Governance

1. Plan, coordinate, and oversee the successful delivery of multiple IAM, PAM, and IGA projects across Identifly's client base.
2. Ensure all projects are delivered on time, within scope and budget, maintaining a high standard of quality and customer satisfaction.
3. Apply agile project management principles (Scrum, Kanban, or Scrumban) to manage project lifecycles, sprint planning, and resource allocation.



4. Maintain accurate project documentation including roadmaps, backlogs, sprint reports, and release plans to ensure transparency and traceability.
5. Identify and escalate risks, issues, and dependencies, proactively developing mitigation strategies to avoid delivery delays.

Client and Vendor Relationship Management

1. Serve as the primary point of contact for clients, managing communications, expectations, and updates throughout project delivery.
2. Build and maintain productive relationships with key vendor partners such as Okta, SailPoint, CyberArk, Saviynt, Delinea, Microsoft, Silverfort, and CrowdStrike.
3. Conduct regular vendor and client check-ins to align on product roadmaps, upcoming features, and integration opportunities.
4. Deliver regular project and operational health reports to clients, ensuring proactive engagement and customer satisfaction.

Team Leadership and Collaboration

1. Coordinate with internal delivery teams, consultants, and technical SMEs to ensure alignment on project goals and execution.
2. Oversee work allocation for delivery and support teams, ensuring workloads are balanced and prioritised effectively.
3. Mentor and guide junior team members, fostering continuous learning, collaboration, and professional growth.
4. Facilitate effective team stand-ups, retrospectives, and planning sessions to ensure communication and accountability.

Operational and Performance Outcomes

1. Monitor and report on project progress, deliverables, and billable hours to Identify leadership.
2. Drive process improvement initiatives to enhance project delivery efficiency, reporting, and client outcomes.
3. Ensure consistent and accurate tracking of project metrics, milestones, and risks in tools such as Jira and Confluence.
4. Contribute to Identify's operational excellence by recommending enhancements to internal project governance and delivery frameworks.

Technical Awareness and Continuous Learning

1. Develop a sound understanding of Identify's core to effectively manage and support project outcomes.
2. Participate in hands-on technical or remediation activities where appropriate to enhance understanding of client environments.
3. Stay informed on cybersecurity and identity management trends to support informed decision-making and solution delivery.

Responsibilities may be varied by Identify in order to allow Identify to respond to operational or client needs or requirements.



Experience & Skills

Experience

- Proven project management experience within the IT or cybersecurity domain, preferably across Identity and Access Management (IAM), Privileged Access Management (PAM), or Identity Governance (IGA) initiatives.
- Demonstrated ability to manage multiple concurrent projects of varying size and complexity, ensuring delivery within scope, time, and budget.
- Experience working within Agile environments, applying frameworks such as Scrum, Kanban, or Scrumban to deliver high-quality technical solutions.
- Strong track record of client relationship management, including stakeholder engagement, expectation management, and communication at all organisational levels.
- Experience in resource planning and coordination, ensuring balanced workloads and effective utilisation of delivery and support teams.
- Proven ability to identify project risks and issues, develop mitigation plans, and escalate proactively to maintain delivery momentum.

Skills

Technical and Domain Knowledge

- Proven track record of leading multiple concurrent programmes, managing portfolio-level priorities, and delivering large-scale transformations.
- Experience leading and mentoring project management teams, including coaching junior PMs and establishing delivery standards.
- Strong background in Agile delivery frameworks (Scrum, Kanban, SAFe) with experience scaling agile practices across teams.
- Experience building project governance frameworks, capability maturity models, and process improvement initiatives.
- Understanding of Identity and Access Management principles, including authentication, authorisation, and governance frameworks.
- Familiarity with technologies such as Okta, SailPoint, CyberArk, Saviynt, Delinea, Microsoft Entra ID, and Silverfort (advantageous).
- Experience with project management and collaboration tools such as Atlassian Jira and Confluence.
- Awareness of cybersecurity best practices, Zero Trust principles, and cloud-based identity management environments.

Professional Skills

- Exceptional communication and influencing skills, with the ability to engage confidently with C-suite executives and translate technical concepts into business impact.
- Strategic thinking with strong commercial acumen and the ability to balance delivery excellence with business objectives.
- Advanced problem-solving and decision-making capabilities, particularly in high-pressure and ambiguous situations.



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- Demonstrated leadership in building high-performing teams, fostering collaborative culture, and driving accountability.
- Proven ability to operate autonomously while maintaining strategic alignment with organisational goals.
- Strong emotional intelligence and stakeholder management skills, with experience managing complex relationships and difficult conversations.



Candidate Responses

1. Provide cover letter responding to the following:
 - a. Summary of how you meet criteria of the role
 - b. Clearly stipulate if you have proven technical experience as per the specification
2. Provide your CV:
 - a. Outline your technical skills
 - b. Outline your client interaction experiences
 - c. Provide us any additional information that you think will contribute to your success
 - d. Clearly state your location.

Selection Process

1. Short list applications based on candidate responses and suitability for role
2. Identify will contact you if you have been shortlisted and arrange a F2F/virtual interview
3. F2F interview conducted at Identify Office, Adelaide CBD
4. For your interview:
 - a. Prepare questions about the role (if any)
 - b. Be prepared to answer questions about your experience
 - c. Be prepared to discuss salary
5. The right candidate: We know when we meet the right person, and we will act quickly to onboard them. Be prepared to be made an offer and provide details of potential start date.