



IDENTIFLY PTY LTD
ACN 633065120
ABN 43633065120
53 Byron Place
Adelaide, SA 5000

Position Description

Job Title

Technical Project Manager

Location

This role supports flexible working arrangements, including a hybrid model with the option to work from both the office and home. Candidates from South Australia, Western Australia and Queensland are especially encouraged to apply.

Key Purpose

The Technical Project Manager is responsible for overseeing the delivery of Identity and Access Management projects, 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.

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 have excellent customer engagement skills, and a passion for problem solving. This sounds cliché, but the bread and butter of this role is primarily that of a customer focussed position.

You will have experience working in Service Delivery, Agile Methodologies and technical problem solving while keeping stakeholders and customers informed.

Technical chops of some kind are ideal, familiarity with IGA, IAM, and PAM systems and principles, and familiarity with a scripting language will be looked upon favourably. Experience with any of the following is nice to have: SIEMs, MS365, Ping, Forgerock, SuccessFactors, Workday, PeopleSoft, NetIQ and ServiceNow. 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.

Finally, communication is key. You will need to manage the expectations of your peers and our customers and be able to engage with a range of stakeholders and explain complex ideas clearly and effectively.

We want someone proactive and professional who will also fit culturally with our team.

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.

Key Responsibilities and Outcomes

You will be responsible for supporting delivery of projects to enable customer outcomes as per each project brief provided by Identify team leads and Directors. 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 Identify'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.



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- 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

- 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

- Excellent communication and stakeholder engagement skills, with the ability to convey complex technical concepts in clear, business-friendly language.
- Strong analytical and problem-solving capabilities, with a proactive and solution-oriented mindset.
- High level of organisation and time management, with the ability to prioritise effectively in a fast-paced, dynamic environment.
- A collaborative team player who promotes a positive, inclusive, and accountable culture.
- Demonstrated ability to work independently and take initiative, with minimal supervision while maintaining alignment with strategic goals.



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.