



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

Position Description

Title:	Senior Systems Engineer
Group:	Te Aukaha Digital and Workspace - Technology
Reports to:	Manager Technical Operations (Corporate or Transport)
Band:	17
Date:	May 2021

Context

Our purpose ***Waka Kotahi. Moving. Together***
A land transport system connecting people, products and places for the thriving Aotearoa.

Group and team purpose
Te Aukaha | Digital and Workspace strengthens NZ Transport Agency (NZTA) through supporting our people and delivering future-focused solutions. We enable digital change, provide quality data, information and security services, and create flexible and collaborative workspaces.

Position purpose
The purpose of this role is to ensure the effective delivery and management of IT hardware and cloud-based solutions across the Transport Agency.

Key relationships

Internal:

- Technology teams
- Subject matter experts

External:

- Vendors
- Central Agencies
- Other Agencies
- Industry

Dimensions **Location:** Auckland, Hamilton, Palmerston North, Wellington, Christchurch

What the position involves

Accountabilities

As well as being accountable for the NZTA values and behaviours, your role has the following specific key accountabilities:

- Conduct maintenance activities including security patching and capacity management to both on-premises and cloud-based systems
- Contribute to the strategic planning of the groups deliverables as part of the Technology team's contribution towards Transport Agency strategy
- Accountable for the development of technology hardware operational procedures
- Accountable for the day to day management, monitoring of technology hardware operations including incident response through to restoration of services – this includes both traditional on-premises hardware and cloud-based infrastructure
- Accountable for day to day technology environment management
- Carry out level 2 and 3 support (escalated from Operations Support) across all technology including hardware, cloud-based solutions and security incidents
- Ensure service integrity and quality of technology operations and support meets agreed business outcomes
- Manage insource/outsource services and resources including leveraging common capability contracts
- Contribute to the success of the technology value chain through effective collaboration
- Implement, configure, support and proactively manage hardware and cloud-based services that meet business requirements
- Collaborate with Product, Engineering and Operations teams to support the delivery of technology product roadmaps that will meet business needs
- Assist in the response of security events and their resolution

Senior Accountabilities:

- Provide Technical Leadership and guidance in the implementation projects ensuring effective delivery
- Provide Technical Leadership to the resolution of high priority incidents
- Contribute to the design of Technology solutions and projects to be implemented
- Responsible for the management and administration of border security devices and contributing to security incident response resolution
- Provide Technical Leadership to Virtual teams of Subject Matter Experts

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

Working effectively with Māori

Te Ara Kotahi – our Māori Strategy – supports NZTA to work effectively with Māori and is underpinned by uara (values) and our mātāpono (principles) of – Rangatiratanga, Manaakitanga, Kaitiakitanga, Whanaungatanga, Te Tiriti o Waitangi, Mana o te Reo, Huna Kore (no surprises approach), Auahatanga (creativity and innovation), Whakapono (integrity and honesty) and in recognition of Cultural Values.

As NZTA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful

relationships is important to work effectively with Māori, stakeholders and other agencies.

We accept our privileged role and responsibility to the partnership of the Treaty of Waitangi / Te Tiriti o Waitangi.

Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

NGĀKAU AROHA *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As NZTA we:

- Contribute to a safe and sustainable work environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

KOTAHITANGA *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of NZTA. As NZTA we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others to learn and grow
- Invite conversation and feedback and always improve

KIA MĀIA *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As NZTA we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

MAHIA *Nail it* means we create enduring legacy, delivering our best work every day. As NZTA we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the state sector we also hold ourselves to the highest standards of integrity and conduct.

SPIRIT OF SERVICE

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic

government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

More information on all the behaviours and standards are included in the NZTA Te Tikanga Whanonga – Our Code of Conduct.

The value you will bring

Knowledge and experience:

- Significant experience in technology infrastructure operations teams
- Significant experience in a complex technology operational environment with significant expertise in sustainable technology operations
- Knowledge and experience in the use of multiple modern operations methodologies
- Knowledge and experience of technology methodology and frameworks
- Knowledge and experience in proactive technology risk management

Special skills:

- Relationship management skills

Qualifications:

- Tertiary level qualification in relevant subject or equivalent experience

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector.

To learn more about what we do visit www.nzta.govt.nz