



POSITION DESCRIPTION

Position: IT Systems Administrator/Analyst

Location: Wellington

Reporting to: Deputy Chief Executive

Date: February 2022

BACKGROUND

The New Zealand Walking Access Commission Ara Hikoī Aotearoa was established by the Walking Access Act 2008 to enhance and extend public access in New Zealand and provide free, certain, enduring, and practical public access to the outdoors. The Commission provides leadership on outdoor access issues and administers a national strategy on outdoor access, including tracks and trails. It maps outdoor access, provides information to the public, oversees a code of responsible conduct, helps resolve disputes and negotiates new access.

The Commission has a tight-knit head office team of 14 and a network of 12 regional field advisors based throughout the country. It is governed by an independent board.

POSITION SUMMARY

The IT Systems Administrator/Analyst role reports directly to the Deputy Chief Executive. This role will be part of a core support team based in Wellington. It will include helping the Commission maintain and update its IT infrastructure and systems, which are mainly cloud-based, providing technical IT support for office staff and regional field advisors, managing relationships with IT service providers, agencies, and stakeholders, and working closely with the Commission's GIS (Geographic Information Systems) team to support the Commission's mapping systems.

The IT Systems Administrator/Analyst should have experience and expertise in IT service delivery and technical support. They will also have excellent customer service and communication skills.

KEY RELATIONSHIPS

Internal

Chief Executive
Deputy Chief Executive
Corporate services team
GIS team
Operations team and regional field advisors
Communications team

External

IT Service Providers
Commission stakeholders
IT industry
Other Government departments/agencies

MAIN TASKS

The role includes:

- the management and administration of the Commission's IT infrastructure, including IT systems (largely cloud-based) and IT hardware
- managing the Commission's IT-related policies and strategies, including data security and protection, and ensuring these are up to date
- developing and maintaining effective working relationships with external IT service providers
- managing and providing IT technical support and training to Commission staff and regional field advisors as required and in a timely manner.
- working closely with the GIS team to support the development of the Commission's mapping systems
- contributing to strategic and operational business planning as required.

KEY RESULT AREAS	HOW THIS IS ACHIEVED
General IT support to Commission staff and regional field advisors	<ul style="list-style-type: none"> • Manage & improve the Commission's IT Service Desk and any queries, issues and requests that come through it. • Support staff with any hardware issues that arise with user's devices and IT peripherals. • Support staff with any technical queries or issues from software or systems used by the Commission, including M365 and Actionstep. • Organise and/or provide IT training for new staff • Identify areas of low IT literacy within the Commission and create opportunities for training • Manage and improve existing IT help resources for the Commission
Service Provider Management	<ul style="list-style-type: none"> • Ensure systems, licenses and service level agreements are maintained and managed effectively. • Develop effective and clearly communicated client briefs for service providers. • Liaise with service providers to identify, test and/or resolve any issues that arise with <ul style="list-style-type: none"> - IT systems used by the Commission - server performance and unexpected outages - information security - business continuity and/or disaster recovery • Review and challenge the status quo to ensure services are economically and operationally fit for purpose
Asset management	<ul style="list-style-type: none"> • Manage the Commissions IT assets • Manage leased IT equipment • Ensure IT records are kept up-to-date and reconcile with accounting records

KEY RESULT AREAS	HOW THIS IS ACHIEVED
	<ul style="list-style-type: none"> • Manage software and hardware patches/upgrades
Strategic planning	<ul style="list-style-type: none"> • Manage the Commission's IT strategy and provide advice for operational business planning, as required. • Provide updates to the Commission on upcoming changes relating to IT systems • Manage the roll-out of any updates/upgrades as required • Keep up to date with industry direction and developments, and recognises opportunities for improvements
Reporting	<ul style="list-style-type: none"> • Support and provide advice to the management team on IT-related matters, as required. • Provide IT support to the Commission's management team for performance reporting and analysis, as required.

PERSON SPECIFICATION

Knowledge and experience

Required:

- 3-4 years' experience in an IT support role
- Experience working with IT service providers
- In-depth knowledge of IT systems and processes and information security
- Experience with Microsoft 365 environment, especially SharePoint

Desirable:

- Experience working in the public sector
- Understanding of Te Tiriti o Waitangi and principles
- Understanding of New Zealand Government data standards, Creative Commons licensing and open data
- Knowledge of GIS systems and software, in particular ESRI ArcGIS suite.

Skills and qualities

- Strong customer service and interpersonal skills.
- Pro-active, open and personable communication style.
- Good problem-solving and analytical skills.
- Excellent time management
- Aptitude to adapt to dynamic environments and situations.
- Willingness to engage with te ao Māori and develop your skills in this area.

COMPETENCIES

Integrity

Acts in a manner that conveys the principles important to the Commission, including professionalism, impartiality, fairness, sound business ethics and respect for others. Is seen as direct and truthful.

Achievement Oriented

Plans and manages activities and projects for self and others; organises tasks to make best use of time and resources and focuses attention on key objectives.

Analysis and Judgement

Undertakes thorough analysis through accurately defining problem or identifying outcome; sees the 'whole' and the complexity of connections; gathers all relevant information and makes timely, sound decisions.

Building Relationships

Builds, maintains and uses effective working relationships, internal and external to the Commission, to facilitate the successful achievement of projects, assignments and objectives

Agility and Personal Effectiveness

Displays energy, optimism and perseverance; ensures effective performance when faced with ambiguity, changing environments and demands.

Work Standards

Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments or tasks.

Personal Development

Acquires, understands and applies new job-related information knowledge and skills in a timely manner. Able to learn from experiences and other people and apply in practice.