

He kōrero mō te tūranga | Job Description

Tūranga Job Title:	Business Applications Adviser
Tīma Team:	IT
Rōpu Group:	Te Kāhui Tangata Corporate Services
Mā wai e tiaki Reporting to:	Manager, IT
Wāhi Mahi Location:	Wellington
Rahi o te Utu Salary band:	16
Wā whakarite Date:	June 2022

Te Aronga o te Ratonga Tūmatanui / Public Service Purpose

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

Ō mātau uaratanga | How we do things – our values

KEI ROTO MĀTAU | INVESTED - We are committed and responsible

HE MĀIA | BOLD - We are courageous, shaping our place in the world

MAHI NGĀTAHI | COLLABORATIVE - We are connected and journey with others

He whakamana i a Aotearoa kia momoho | Enabling New Zealanders to flourish – our purpose

Our purpose statement goes beyond describing what our organisation does. It succinctly and powerfully captures the value that we will deliver to New Zealanders.

- **Flourish:** A living organism flourishes when it grows or develops in a healthy or vigorous way, especially as the result of a particularly congenial environment. We think that's what transport should do for New Zealanders.

- **New Zealanders:** New Zealanders are central to what we do. This includes New Zealand Inc, the business sector, and our international connections, but at the heart of all of it people.
- **Enabling:** We are here to help create the transport ecosystem that will enable society and businesses to flourish and grow.

Business Applications Adviser

Te Manatū Waka is the Government's system lead on transport. Our purpose is to enable New Zealanders to flourish, reflecting transport's role in shaping our society, economy and environment.

Te Kāhui Tangata is responsible for leading the development of, and supporting the effective implementation, of the Ministry's organisational and policy strategy, through the effective delivery of specialist corporate services.

This role is part of the IT Team. The Team provides strategic and operational guidance, advice and support on all aspects of digital information and communications technology for the Ministry, including policies, cyber security and business continuity. They ensure the Ministry's digital information and related strategies underpin strategic goals, and lead the provision of systems, tools, access and management to support the Ministry to deliver on its work programme.

The Business Applications Adviser has two key roles to support and enable Te Manatū Waka to be a high performing organisation:

1. Building a deep understanding of the Ministry's business priorities and championing the best use of the Ministry's portfolio of existing applications to support these – through user engagement, assessing new requirements, ongoing training and awareness campaigns
2. Ensuring the ongoing availability and reliability of all the Ministry's applications – including managing changes/updates and issues/incidents with external IT Partners

Hei aha kei tō raurau | What you will do to contribute - key responsibilities

The Business Applications Adviser is responsible for:

- Developing and maintaining a deep understanding of the Ministry's business and priorities
- Providing expert advice to Managers and staff on maximising their productivity through the use of the Ministry's portfolio of applications
- Supporting the provision of secure and up to date knowledge management and workflow systems and tools to enable efficient and effective use of Ministry resources
- Leading ongoing training/awareness programmes to maximise the use of the application portfolio
- Ensuring a best practice change management approach is followed for any application changes – including appropriate planning; testing and communication; along with leading the change management process for major upgrades (e.g. the Ministry's bi-annual document management system upgrades)

- Managing application related incidents – working with the Ministry’s application and IT partners to ensure issues are resolved quickly with minimal disruption to users
- Supporting the Ministry’s continuous improvement approach to cybersecurity by supporting security strengthening work – including testing/support/training around disaster recover processes, and facilitating application related security improvements
- Supporting the simplification of business processes to improve business outcomes
- Implementing and maintaining ‘right sized’ internal technical documentation, as well as user facing documentation, for all key applications
- Providing advice on the Ministry’s application portfolio in order to maximise staff productivity and ensuring optimal use of spend (including balancing the risk of application proliferation versus productivity)
- Acting as a business/technical liaison for new application related initiatives – from requirements analysis through to right-sized recommendations and supporting the implementation of new applications
- Proactively identify improvement opportunities and drive these through to implementation
- Actively manage software licences to ensure there is no disruption to business (e.g. through expired licences) and that software spend is optimised
- Building and maintaining strong effective working relationships with colleagues, external stakeholders, other agencies and suppliers
- Maintaining knowledge, skills and awareness of industry trends to support opportunities for continuous improvement

The duties and responsibilities in this document are not exhaustive. The incumbent may be required to perform other work which is consistent with the nature of the role.

Tō oranga i te wāhi mahi nei | Your health, safety and wellbeing

At the Ministry we expect all employees to:

- Work safely and take responsibility for keeping self and colleagues free from harm
- Report incidents and hazards promptly
- Know what to do in the event of an emergency
- Ensure personal health and safety standards are adhered to when at work or offsite when working

Kia mahi koe ki a wai | Who you will work with to get the job done

Internal	Manager – IT
	Manager – Ministerial Services
	Senior Adviser Knowledge Management
	Manager – Business Support
	Manager – Analytics and Reporting
	Senior Advisor Online Channels
	All managers and staff
External	Application Partners
	IT Partners
	Other government agencies, Crown Entities, and other organisations
	External providers/Consultants

Ngā kaimahi māu e tiaki | Direct Reports

- Nil

Ōu pūkenga | What you will bring specifically

Experience:

Essential:

- Proven experience in managing primarily cloud-based applications and championing best use of these
- Relevant tertiary qualification or equivalent experience
- Demonstrated expertise in effectively managing relationships with outsourced IT/application partners
- Successful application of good practice/right-sized change management
- Track record of delivering results in a busy, dynamic environment with competing priorities
- Experience in successfully embedding new applications (from initial scoping, through to setup, pilot, training and go-live)

Desirable:

- Experience working in a fast moving, medium sized environment

Knowledge & Skills:

- Ability to understand a non-technical user's perspective and communicate with non-technical users
- A sense of urgency, ownership and ability to get things done

- Strong analytical skills required including a thorough understanding of how to elicit customer business needs and translate them into application and operational requirements
- Exemplary customer service and business centric focus
- Well honed problem resolution skills
- Adept at proactively seeking out ways to streamline existing processes and add value to the Ministry
- Using technology to support business improvement

Other requirements:

- Be able to provide after-hours support for major application changes (typically 2-3 times a year)

Ka tāea te aha | Capabilities

We use the Leadership Success Profile (LSP) to help guide our people, including those not in management positions, towards the skills and capabilities needed for success within the Ministry and across the public sector.

Honest and courageous

Deliver the hard messages and makes difficult decisions in a timely manner to advance the longer-term best interests of customers and New Zealand.

Curious

Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions.

Self-aware and agile

Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people.

Resilience

Show composure, grit, and a sense of perspective when the going gets tough; to help others maintain optimism and focus.