Systems Engineer

Purpose | Te arotahi mātua

The Systems Engineer is responsible for working collaboratively and cohesively within the Digital Systems team to ensure all of our Taranaki Regional Council application set is fit for purpose.

The role of the Systems Engineer is to ensure the effective and efficient development and operation of the Council's systems are in line with the Digital Strategy and Roadmap. This includes vital system updates, support, upgrades, reporting, planning and being responsive when things don't go right. The overall goal is to ensure customers have the right digital systems they need to achieve great outcomes.

The Systems Engineer will:

- Ensure our Taranaki Regional Council systems are fit for purpose.
- Apply updates, upgrades and provide support for our systems.
- Ensure systems are secure and customers have the right training and reporting available.
- Document our systems and standard operating procedures.

Role dimensions | Te ahu mahi

Responsible to:	Digital Systems Lead
Responsible for:	Nil
Primary location:	Stratford, although travel throughout the region maybe required as part your daily duties

Organisational context | Te horopaki whakahaere

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                          CEO
       ┌───────────┬───────────┴───────────┬───────────┐
  Director Corporate   Director Resource    Director        Director Operations
    Services           Management      Environment Quality
       │
  Digital Technology
    Manager
       │
  Digital Systems
    Lead
       │
  Systems Engineer
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Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader / Manager as part of the performance development process.

Fit for purpose systems	• *System Updates*
	   o Ensure our systems are up to date.
	   o Test any new changes before implementation.
	   o Any changes to systems are communicated appropriately.
	   o Work pro-actively with customers to understand any potential upgrades and impacts.
	• *Systems Support*
	   o In line with our goals around customer service: We get things sorted when things go wrong.
	   o Diagnosis and problem resolution.
	• *Training*
	   o Our Taranaki Regional Council teams have the knowledge required to make best use of our systems.
	   o Accumulated system knowledge is shared amongst the DigiTech team where appropriate.
	• *Reporting and data*
	   o Maintained with backup schedules.

Documentation and SOPs	• Our systems have an adequate level of documentation. • We have appropriate SOPs: Standard operating procedures for systems. • Ensure our system catalogue is kept up to date. • Change register is correctly used for all planned works.
Safe and secure	• Role model appropriate IT security behaviour. • Educate users around the basics of security including system use. • Ensure system security is developed and maintained. • Respond when systems security is compromised or in danger.
Projects	• Participate in appropriate DigiTech projects especially when performing major system enhancements, upgrades or replacements. • For new systems, ensure delivery is in accordance with our project management framework and on the DigiTech programme list.

Skills and training

- Maintain professional and technical knowledge personally through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups.

Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.

- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.

- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.

- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council polices and our values.

- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.

- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.

- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.

- **Be digitally savvy –** Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.

- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.

- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

Qualifications
- A tertiary qualification in IT, digital systems or a field that is relevant to the specialisation of this role is required or study towards a qualification.
- Relevant Microsoft or systems certification.

Experience
- At least four years' experience in systems support preferably within a large and complex IT environment including diagnosis and resolution at lvl2 and lvl3.
- Have technical and practical proficiency and competency relevant to this role's specialisation.
- Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.

Skills
- Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with **He Pukenga Ara Skills Pathway**, and a summary table is included in Appendix 1.
- Systems specific support skills.
- M365 (Microsoft 365) including modern workplace and exchange.
- Microsoft Azure including AD, SSO, MFA.
- Windows Server OS e.g. (2016 / 2019).
- PowerShell.
- Citrix.
- SQL.
- Cyber security basics.
- Programming languages ie: Java, .Net languages and HTML.
- Mobile technologies across iOS and Android.
- Effective communication skills.
- Project management skills or experiences.
- Sound analytical and problem solving skills.
- Ability to relate to a diverse workforce.
- Ability to fill and range of multiple roles within the team simultaneously.
- Excellent interpersonal skills, including the ability to train others.
- Ability to think laterally, multitask and self-manage.

Knowledge
- Comprehensive knowledge in a range of Microsoft Office products.
- Advanced knowledge of different systems and how SDLC works.
- Advanced Microsoft 365 Platform, including Azure, Exchange Online, SharePoint Online, OneDrive and SSO knowledge.
- Working knowledge of systems, methodologies, techniques and technology in a Microsoft Windows environment.
- Working knowledge of Citrix farm environment.
- Working Knowledge of server, PC hardware and networking.
- Working knowledge of Microsoft SqlServer.
- Working knowledge of Cyber Security.
- Working knowledge of project management principles and practices.
- Working knowledge of VmWare, Azure Server Virtualization.
- Working knowledge of reporting technologies.

| Personal attributes | • Self-motivated
• Adaptable
• Strong initiative
• A can-do attitude
• Self-awareness
• **Customer first mentality –** Drive to put the customer at the centre of everything they do
• **Growth mind-set** – Able to self-reflect, challenge the status quo and grow |

Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

| **Internal** | • All Taranaki Regional Council staff |
| | • All Digital Technology team members |

External	• Other Regional/District Councils
	• IT vendors
	• Service providers

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:

Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mīhana

To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what it is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.

## Our health and safety | Tō tātou Hauora me te haumaru

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

1 The safety of our people and the communities in which we operate always comes first.

2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning

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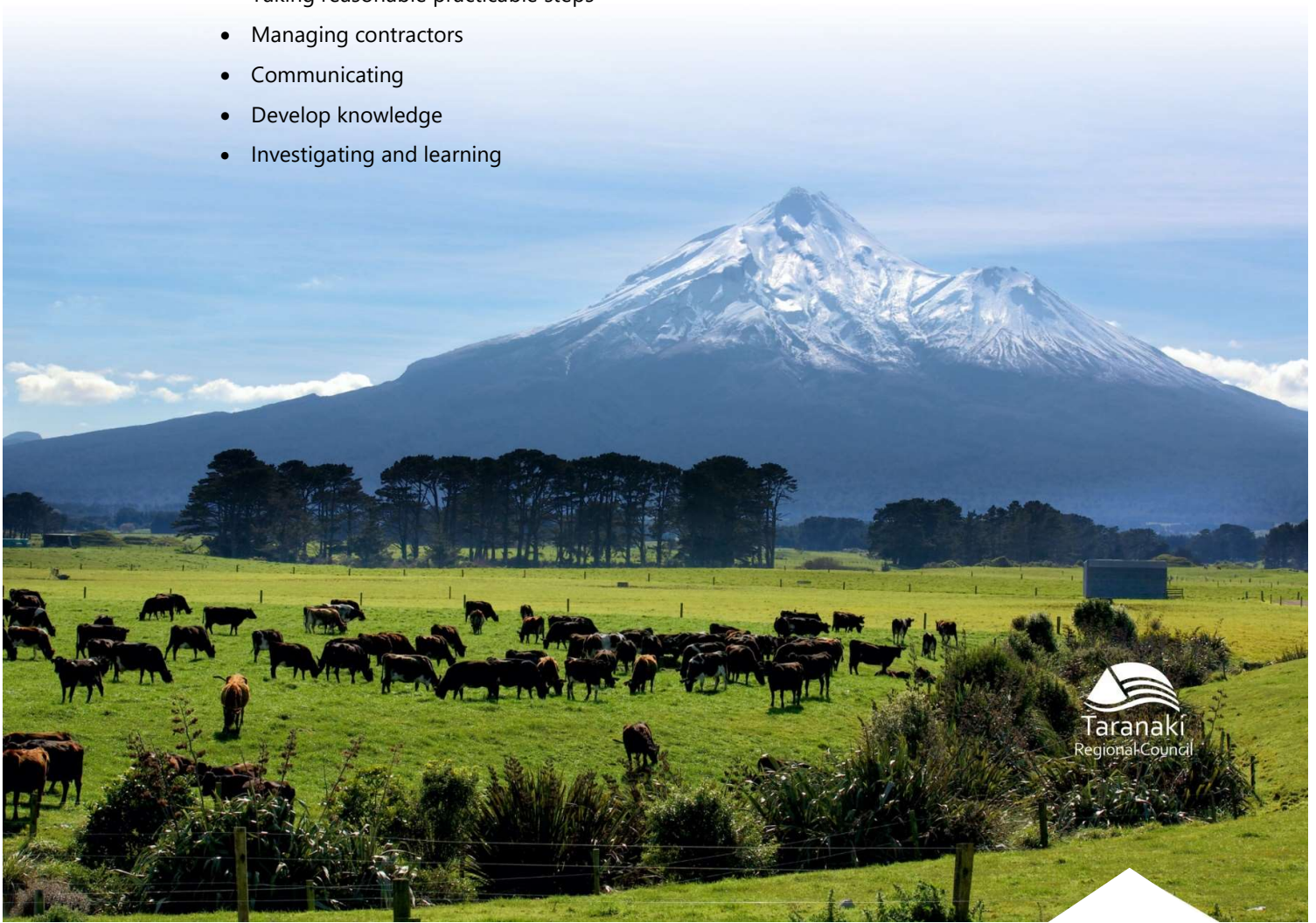
He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	• Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	• Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	• Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	• Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	• Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	• Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	• Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment