

The Role

Location:	Wellington	Team:	Information and Communication Technology (ICT)
Grade:	18	Reports to:	Manager, ICT
Employment:	Permanent	Direct Reports:	Nil

Responsibilities

The Corporate Services Group is essential in helping EECA achieve its purpose. It provides the support services that enables our people to thrive. The Group ensures that we have the right information, infrastructure, capabilities, and processes to underpin organisational success.

Within the Corporate Services Group, the Information and Communication Technology (ICT) Team is responsible for delivering, managing and securing the technology products and services that support the organisation's business processes and workflows.

The Technical Operations Lead is responsible for ensuring the effective, efficient, and secure operation of EECA's IT infrastructure and networks.

EECA's Purpose and Behaviours

Our Purpose

EECA's purpose is to mobilise New Zealanders to be world leaders in clean and clever energy use. We are Te Tari Tiaki Pūngao – Guardian of the energy. This means we have a responsibility to ensure that all of New Zealand recognises that the energy we save now will be an asset to our future, in a multitude of ways. We want a sustainable energy system that supports the prosperity and well-being of current and future generations.

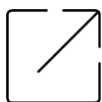
In order to get there, our strategic focus areas are:

- Productive and low emissions business
- Efficient and low-emissions transport
- Energy efficient homes
- Government leadership
- Engage hearts and minds

More information on who we are and what we do is available on our website www.eeca.govt.nz/about-eeca

Our Behaviours

EECA has identified four behaviours that will help us succeed. We will be looking for applicants that can demonstrate these behaviours.



Open to the new



Stand in others' shoes



Believe in 'we' not 'me'



Deliver the goods



Key Result Areas

- Oversee the design, implementation, maintenance and support of EECA’s IT infrastructure, ensuring best-fit solutions for current and future requirements. This includes hardware, servers, networks and data centres.
- Provide 3rd level break/fix support and technical leadership within the ICT operations team.
- Proactively monitor EECA’s IT infrastructure and networks, ensuring they are highly available, performant, and secure.
- Develop and apply architectural and design standards for EECA’s infrastructure and networks.
- Create and manage the ICT infrastructure budget, optimizing costs, and justifying technology investments.
- Conduct regular IT audits, implement best practices, and ensure compliance with industry standards and regulations.
- Manage relationships with IT partners to ensure service delivery and adherence to contractual agreements.
- Assist the ICT Manager in shaping EECA’s technology landscape through the development of strategic plans and roadmaps that enable business goals and innovation.

Key Competencies

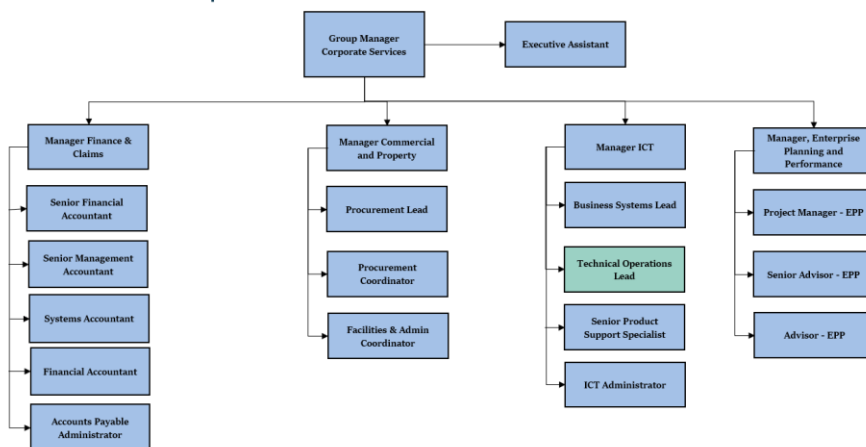
- Customer service and empathy.
- Problem-solving and troubleshooting.
- Collaboration and relationship building.
- Technical coaching and mentoring.
- Continuous improvement mindset.
- Proactive and outcome focused.
- Planning and priority setting.
- High personal and professional standards.

Relationships

It is expected that effective working relationships are established with relevant EECA staff and external stakeholders.

Where your position fits

Corporate Services Group



Key Internal Relationships

- Manager – Data & Analytics
- ICT Platform Lead
- ICT Administrator
- EECA Staff

Key External Relationships

- Software Vendors
- Service Providers
- Other Government Departments/Agencies



Educational Qualifications, Experience and Skills Required

- At least five years' experience working in or leading an IT operations / infrastructure capability.
- Broad knowledge of IT systems, networking, platforms, and architectures, with experience creating or contributing to solution architecture and design documents.
- Hands on experience managing and administering M365 and O365 technologies, including but not limited to Azure AD, Intune/Autopilot, Group Policy, Defender, Endpoint and Exchange.
- Strong experience in IT service delivery and working within an ITIL framework.
- Strong technical project management skills, with the ability to manage multiple projects simultaneously.
- Exceptional customer service skills with the ability to establish effective working relationships.
- Excellent stakeholder engagement and vendor management skills.
- Effective self-organisation skills, excellent attention to detail and a growth mindset, with openness to change.
- Friendly 'can-do' attitude with a team player mentality and collaborative working style.
- Possesses a process improvement and risk analysis mindset.

Highly Advantageous

- Solution/enterprise architecture experience.
- Knowledge and understanding of cyber security principles and frameworks.

EECA's Working Environment

A policy of equal employment opportunity operates and EECA provides a work environment that is free from discriminatory practices and encourages all employees to reach their full potential.

As a good employer, EECA takes its Health and Safety responsibilities seriously and all staff are expected to comply with all Health and Safety policies and practices, as part of their employment.

Working in the Public 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 hapori, ā, e arahina ana mātou e ngā mātauranga me ngā tikanga matua o Te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki

<https://www.publicservice.govt.nz/about-us/>

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.

You can find out more about what this means at: <https://www.publicservice.govt.nz/about-us/>

