

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 Business Systems Lead is responsible for the effective delivery, support, maintenance and enhancement of EECA's business platforms and applications.

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 lifecycle management of EECA’s business systems and applications, ensuring best-fit solutions for current and future requirements. Proactively leading the definition, implementation and management of product roadmaps and backlogs.
- Develop deep knowledge of EECA’s business systems and their usage; and evaluate them for continual improvement.
- Establish and maintain effective working partnerships with system stakeholders and users, ensuring EECA’s systems are well-supported, fit-for-purpose, performant, secure and strategically aligned.
- Manage relationships with IT partners to ensure service delivery and adherence to contractual agreements.
- Develop and manage the ICT business systems budget, optimizing costs, and justifying technology investments.
- Assist the ICT Manager in shaping EECA’s technology landscape, developing strategic plans and roadmaps that enable business goals and innovation.
- Ensure business systems meet industry best practices and standards and comply with regulatory requirements.

Key Competencies

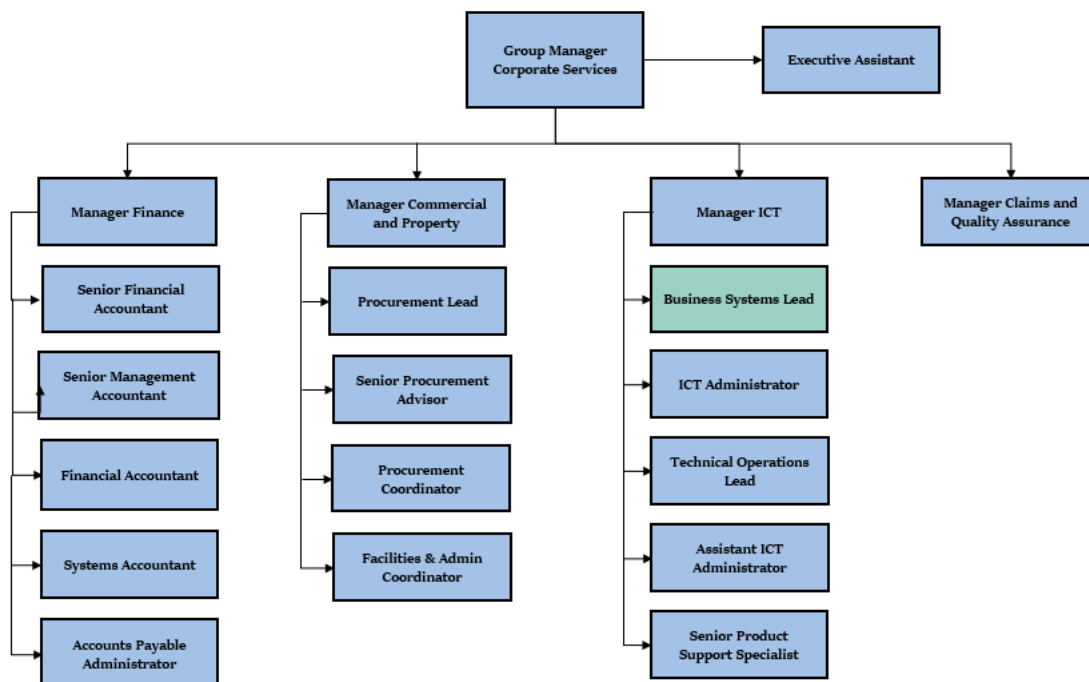
- Customer service and empathy.
- Collaboration and relationship building.
- Stakeholder management and conflict resolution.
- Planning and priority setting.
- Project management and change management.
- Problem-solving and troubleshooting.
- Continuous improvement mindset.
- Coaching and mentoring.

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
- Technical Operations Lead
- System Business Owners & Users
- Senior Product Support Specialist

Key External Relationships

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

Educational Qualifications, Experience and Skills Required

- At least five years' experience leading a business systems / applications group capability.
- Broad knowledge of IT business systems, platforms, and architectures.
- Proven project management skills, with the ability to manage multiple projects simultaneously.
- Demonstrable experience implementing, supporting and maintaining diverse enterprise products such as Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) and Document Management System (DMS).
- Excellent stakeholder engagement and vendor management skills.
- Knowledge and understanding of software development and service management frameworks and methodologies.
- Possesses a process improvement and risk analysis mindset.
- Track record in managing and mitigating risks effectively.
- Strong business process and systems analysis experience.
- Exceptional customer focus with the ability to establish effective working relationships.
- Effective self-organisation skills, excellent attention to detail, a growth mindset, and openness to change.
- Friendly, 'can-do' team player with experience delivering business value through a collaborative working style.

Highly Advantageous

- Product or portfolio management experience.
- Solutions/enterprise architecture experience.
- Knowledge and understanding of information management and systems integration.

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 mātaipono 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/>

