

Position Description

Position Title	Asset Information Management System (AIMS) Administrator
Division	Asset Management
Group	Services
Location	Wellington
Reports to	Global Asset Manager
Last Review Date	November 2017

About the Ministry

About the Ministry

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Services Group

The Services Group is responsible for providing a range of functions and services to enable all Ministry business groups to achieve their outcomes. Functions include Finance, Property, Commercial, Information Management, Security and Facilities and Business Services. Each of these areas provides a client focused, coordinated service to Wellington and offshore Posts.

About the Asset Management Division

The Asset Management Division is responsible for leading the strategic and operational asset planning and management of the Ministry's properties and other assets. The Ministry has a global portfolio of more than 300 properties including Chanceries, Official Residences and staff

housing. These properties provide facilities and work environments for staff to conduct the New Zealand Government's official business effectively. An Asset Information Management System (AIMS) has been implemented to significantly improve the long term asset management of the Ministry's global asset portfolio.

About the Project

The Asset Information Management System (AIMS) is a key initiative of the Asset Management Division (AMD). The objective of the project is to implement systems and processes that support the delivery of a world class global asset management service to the Ministry, and to train staff to ensure that they are equipped to efficiently undertake their roles as they relate to AIMS.

AIMS is being delivered in Phases. Phase 1 was globally deployed into production in June 2017. Work on the design and development of Phase 2 functionality is under way. It is planned that all functionality will be delivered by mid 2018.

About the Position

The Asset Information Management System (AIMS) Administrator will administer AIMS, support users of the system and act as the key link on a day to day basis with the external vendor who supports the system. AIMS went live for the global user base in June 2017 and is now being extended to include further functionality. During the implementation phase, the role will work within the AIMS project team.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- AIMS project team
- Asset Management Division staff
- Information Management Division staff
- Finance Division staff
- Post staff involved in the asset and inventory management process
- Staff in other areas of the Ministry as appropriate

External (outside MFAT)

- AIMS application support vendor
 - Vendors supporting the BizTalk and NAV applications
 - Third party providers of global services to AMD
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Key accountabilities

The following key accountabilities of this role assist in delivering the Ministry's vision and mission.

Project specific

- participate in the configuration of AIMS modules
- develop reports using a Sequel based reporting tool (Power BI, Report Builder, Visual Studio)
- participate in application installation and upgrades and data migration activity
- participate in system and acceptance testing
- participate in data acquisition and loading activity

- participate user training, via webinars and face to face sessions

Role specific

- resolve support requests for the AIMS application This includes:
 - manage requests for assistance to ensure timely resolution of issues and identify process or training improvements
 - ensure the Service Centre call logging system is updated on progress and action taken on all AIMS support calls
- administer the AIMS user security model
- manage data quality activity
- manage system attributes and lists
- develop and run ad hoc and embedded reports
- test and apply system upgrades, including issue of release notes to users where appropriate
- liaise with IMD Applications Support and Change Managers over the installation of releases into the Development, Acceptance and Production environments
- schedule and manage interfaces, export and import files
- resolve interface errors
- liaise with support vendors as required to resolve AIMS application exceptions
- provide advice on business processes
- maintain business process and AIMS technical documentation
- collaborate with SMEs and the AIMS implementation partners on system enhancements
- assist with the effective use of AIMS
- undertake data entry from time to time
- deliver training and support to AIMS users in Wellington and at Posts (usually remotely)

Relationship Management

- develop and maintain relationships with key internal and external stakeholders in order to advance the division's objectives

Organisational Responsibilities

- have an understanding of the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework
- have an understanding of and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders
- contribute to the preparation and reporting requirements of the Ministry's accountability documents
- understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business

- using the Ministry's Capability and Leadership Frameworks, identify and participate in opportunities for learning and development, including through regular coaching and mentoring
- identify and pursue opportunities to build specialised skills, knowledge and experience aligned with the Ministry's Strategic Framework
- contribute to Ministry-wide projects and emergency response situations
- be aware of and adhere to the Ministry's Health and Safety policies and procedures
- all other duties as requested by the employer

Knowledge Management

- contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders

Qualifications, skills, knowledge and experience

You must have the following qualifications, skills and experience:

- an IT graduate qualification
- a sound understanding and demonstrated experience with maintaining and supporting business systems in a large organisation
- experience with asset management systems and Sequel databases will be an advantage
- strong qualitative and quantitative analytical skills
- expertise in SQL report writing
- strong customer focus, with the ability to communicate effectively with a range of people
- sound written and oral communication skills
- ability to anticipate issues and problems and think of creative solutions
- well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- experience delivering user training
- ability to work effectively with colleagues within the division
- sound judgment and decision making skills
- demonstrates the drive and ability to improve own capability; includes self-awareness and self-improvement focus
- experience in a Service Centre environment
- ideally experience in a Property Asset Management environment

Additional Comments

You must also:

- Be able to obtain and maintain an appropriate New Zealand Government security clearance