

New Delhi Maintenance Technician Position Description

Position Title - Ingoa Tūranga

New Delhi Maintenance Technician

Group - Puni

Americas and Asia Group

Reports to - Menetia

Facilities Manager (LES)

About the Public Service - Mō te Ratonga Tūmatanui

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 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/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.

About the Post

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services in India. This is done by building connections with the host Country India (and accredited country Nepal) that enables the New Zealand Government to achieve more than they could alone.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Maintenance Technician is responsible for supporting the maintenance, repair and upkeep of the New Zealand High Commission, Official Residence and staff residential properties. The role undertakes preventative and reactive maintenance, diagnoses faults, completes minor repairs, and assists in ensuring all facilities, plant and assets are maintained to a high standard.

The position also plays an important quality assurance role by coordinating and supervising contractors, monitoring workmanship, and identifying defects or non-compliant work to ensure maintenance activities meet required standards.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Property & Asset management

- Support Facilities Manager in all in-house property management and maintenance work
- Carry out planned and reactive maintenance across the Chancery, Official Residence and staff residential properties to ensure facilities, infrastructure and assets are maintained to a high standard.
- Diagnose faults, undertake minor repairs, and identify when specialist contractors are required to complete work.
- Conduct routine inspections of buildings, plant and equipment, reporting defects and recommending appropriate remedial action.
- Assist with the maintenance and monitoring of essential building services including electrical systems, plumbing, generators, pumps, air conditioning and other mechanical equipment.
- Complete preventative maintenance activities in accordance with the Post's maintenance programme and maintain accurate maintenance records.
- Assist with sourcing materials, tools and equipment required for maintenance activities.
- Ensure representational areas, common spaces and facilities are maintained to a high standard of presentation and operational readiness.
- Provide maintenance support for official functions and events, including venue preparation, equipment setup and post-event reinstatement where required.

Contractor coordination & quality assurance

- Coordinate, supervise and monitor contractors undertaking maintenance, repairs and capital works across Post properties.
- Ensure contractor work is completed safely, to the required standard, within agreed timeframes and in accordance with relevant specifications.
- Inspect completed work, identify defects or incomplete works, and ensure corrective actions are undertaken before work is accepted.
- Liaise effectively with contractors, suppliers and service providers regarding maintenance requirements and scheduling.

Facilities operations

- Support the Facilities Manager in the day-to-day operation, maintenance and continuous improvement of the High Commission's facilities and infrastructure.
- Assist in monitoring the performance of critical building systems and report any operational issues promptly.
- Contribute to the planning and delivery of preventative maintenance programmes and small property improvement projects.
- Support the setup, operation and troubleshooting of building equipment and function-related infrastructure, including audiovisual equipment where required.

Health, Safety & compliance

- Comply with all New Zealand High Commission health, safety and security policies and procedures.
- Ensure maintenance activities are undertaken safely and that appropriate controls, permits and personal protective equipment (PPE) are used.
- Monitor contractor compliance with health and safety requirements while working on Post premises.
- Identify hazards, incidents and maintenance risks and report them promptly to the Facilities Manager.
- Assist in maintaining safe work practices, including the management of hazardous substances and associated documentation where required.

Team work & general responsibilities

- Work collaboratively with the Facilities Manager, maintenance team, contractors and other Post staff to deliver an effective maintenance service.
- Communicate effectively in English with staff, contractors and suppliers.
- Attend team meetings and contribute to maintenance planning, workload management and continuous improvement initiatives.

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

Organisational Responsibilities

- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.

- 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, including contributing to/presenting at internal learning and development opportunities.
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Maintenance Technician will demonstrate the following qualifications, experience, skills and knowledge.

Qualification:

- A recognised Indian trade qualification, diploma or certification in Electrical (preferred), Electrical Maintenance, Electromechanical Systems, Plumbing, or another relevant building services trade from an accredited institution.
- Any additional certifications relating to electrical safety, HVAC, generators, pumps, fire systems or building maintenance would be advantageous.
- Evidence of qualifications and certifications must be provided and may be verified prior to appointment

Experience:

- A minimum of 7–9 years' practical experience in commercial, institutional, industrial or large residential property maintenance.
- Demonstrated experience undertaking preventative and reactive maintenance across a broad range of building systems.
- Experience supervising contractors and coordinating maintenance works to ensure work is completed safely, on time and to the required standard.
- Experience interpreting maintenance schedules, technical drawings, manuals and operating procedures.
- Experience working in an Embassy, High Commission, international organisation or other high-security environment is highly desirable.

Skills and knowledge:

- Sound technical knowledge of electrical systems (preferred), plumbing, mechanical plant and general building maintenance.
- Strong fault-finding and problem-solving skills with the ability to identify practical and cost-effective maintenance solutions.
- Ability to assess the quality of contractor workmanship and identify defects, non-compliance or incomplete works.
- Good understanding of Indian & New Zealand building regulations, relevant trade standards and workplace health and safety requirements.
- Ability to prioritise work, manage competing demands and respond effectively to urgent maintenance issues.
- Strong organisational skills with the ability to maintain maintenance records and complete documentation accurately.
- Good interpersonal skills with the ability to work collaboratively with colleagues, contractors, suppliers and stakeholders.
- Good written and spoken English, with the confidence to communicate directly with New Zealand and locally engaged staff, contractors and external service providers.
- Competent computer skills, including Microsoft Word, Excel, Outlook and the ability to learn property and asset management systems.
- Demonstrates initiative, accountability and a commitment to continuous improvement and high-quality customer service.
- Holds a valid Indian driver's licence.

Must have a clear police record and be able to successfully complete the New Zealand High Commission's pre-employment screening and background verification process

Relationships - Pātahitanga

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

Internal (inside the High commission):

- Head of Mission
- Deputy Head of Mission
- Counsellor (Management) and Consul
- Facilities Manager
- All High Commission staff

Outside the Ministry:

- Contractors, consultants and service providers
 - Suppliers and utility providers
 - Local government and regulatory authorities, including the Ministry of External Affairs (MEA), where required
 - Representatives of other diplomatic missions
 - Other New Zealand Government agencies and partners
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Delegations - Whakatautapatanga

- The position has no financial responsibilities as per the Financial and HR delegation schedule.