

# Position Description

## Position Title - Ingoa Tūranga

HR Systems Administrator (402371, 402433)

## Group – Puni

People and Operations

## Division – Tānga

People Division | Kura Tangata

## Reports to – Menetia

Team Manager HR Systems

### About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi 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 and 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 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 HR Systems Administrator is part of a team responsible for maintaining the on-going reliability, performance, and support of the Ministry's people/HR systems and environments, including the Ministry's HRIS, SAP SuccessFactors, Spinifex reporting and IMPAC Risk Manager for Health and Safety.

The HR Systems Administrator is responsible for providing advanced level support, system management and monitoring, research and change implementation for a set of HR systems that support business critical HR functions. Activities include investigating and resolving system issues, designing and deploying configuration change, system maintenance, business analysis, testing, capability building, and providing ongoing expertise in modules among our people systems. The role will also support the process around change requests, impact assessments and testing for software upgrades or releases, and training on system functionality. The HR Systems Administrator will work in close coordination as part of a small collaborative team that cover a set of the SuccessFactors and Risk Manager modules and will grow capability to support multiple modules as part of the cross functional team. They will also form a strong partnership with embedded functional administration staff.

The HR Systems Administrator must have a good understanding of HR processes, including the implications when system issues arise and act appropriately to manage business risk. Solid troubleshooting skills, good critical thinking and good communication are all must have skills for the role. They will share their knowledge and expertise freely and provide individual training and support as required. Participating in system related projects is also an important part of this role.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

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### Key Accountabilities - Kawenga Matua

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

#### People Systems View

- Support security roles-based permissions framework which operates across the Success Factors suite.
- Provide advice and oversight on key data fields to ensure our data environment remains accurate and attuned to the needs the Ministry, while respecting established governance and regulatory framework for digital information management.
- Collaborate closely with the team on environment planning and system change activities across all environments to ensure business as usual system stability
- Maintain and support assigned system modules in collaboration with the rest of the People Systems Administration Team. Contribute to understanding and impact assessments where cross module impacts may be applicable with change.
- Provide direction and support for planning, implementing, testing, rollout and post-implementation support of change. This includes the provision of training to end users when required.

#### Module Support

- Provide technical and configuration support to assigned HRIS modules/systems.
- Monitor system performance and functions to ensure integrity of production systems.
- Perform any system and back-end data maintenance activities to support the successful function of relevant modules.
- Support systems disaster recovery and BCP processes in collaboration with the rest of the system administration team.
- Actively identify, analyse and resolve systems bugs, defects or issues, involving other teams or vendors as required, and ensuring solutions are communicated and documented.
- Advise on adoption of system enhancements for relevant modules for greater functionality, performance and to support the PEP strategic roadmap.
- Identify and perform relevant activities to monitor and support integrations with related/downstream systems.
- Work in partnership with the functional teams to ensure system and functional administration responsibilities are aligned.
- Work to attain relevant admin accreditation for supporting systems within your area of responsibility.

#### System Upgrade and Change Management

- Maintain appropriate standards, documentation, audit requirements and controls for configuration changes, upgrades and releases.
- Participate in the process for upgrades and releases in appropriate environments in line with the relevant schedule; including securing upgrade/release notes, facilitate installation/enabment and perform testing activities including with IT teams to interfacing systems.
- Manage implementation and deployment of system changes, including the production of appropriate change release documentation for areas of support. This includes config/deployment notes, process updates and end user notifications to Payroll or other affected users.
- Review, develop and execute test scripts to perform functional and/or regression tests as part of upgrade/release and change processes to ensure system continuity.
- Support change replication, agreed deployment processes and refreshes of test environments as required to keep them production like.
- Raise and resolve issues discovered in testing using the appropriate channels and tools.

#### Risk Management

- Work to ensure systems are operating to support the relevant functions in the areas of audit, controls and compliance.
- Provide advice on the operational and systems impact of any changes to legislation.

#### Project Participation

- Actively participate in system projects for which you are a SME, supporting outcomes to be delivered within the required timeframe.
- Act as a key interface with business representatives to represent requirements and engage on appropriate solutions.

#### Relationship Management & Stakeholder Communications

- Develop and maintain relationships with key stakeholders surrounding modules supported.
- Ensure any impacted stakeholders are informed appropriately about issues, new releases or upgrades.
- Ensure communications are timely, well understood and cater the needs of the audience.

#### Team and Individual Performance

- Actively participate as a member of the systems team, seek to maintain positive working relationships with colleagues.
- Share knowledge freely with others in the systems and business support teams.
- Operate with high integrity, work in support of our organisational values.
- Actively seek out opportunities to improve process, procedure or system functionality.
- Identify and act on personal learning and development opportunities.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- 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.
- 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.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.
- All other duties as reasonably requested by the employer.

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

The HR Systems Administrator will have experience, skills and knowledge, as follows:

Experience:

- Experience supporting the delivery of HR led processes including recruitment, onboarding, employee life cycle activities.
- Experience in HR technical systems support and supporting business customers with systems elements and service.
- Experience in SAP SuccessFactors.
- Experience in co-ordinating the configuring, testing, troubleshooting and implementation of system changes.
- Ideally experience in dealing with configuration set up of SuccessFactors modules.

Skills and knowledge:

- Excellent written and oral communications.
- Ability to easily pick up systems and technical concepts.
- Interpersonal and collaborative skills.
- Knowledge around HR processes, and HR information/data.
- Calm under pressure.
- Good planning and time management skills.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

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#### Relationships - Pātahitanga

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

Within the Ministry:

- Team Manager HR Systems
- Members of the HR System Administration Team
- PEP Division Staff including functional teams for modules supported.
- Members of project teams, as required
- Internal Ministry IT support and operations.

Outside the Ministry:

- System vendor support

- System community or reference groups.
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#### Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
  - Delegations are set out in the Ministry's Instrument of Delegation.
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#### Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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#### References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>