

Position Description

Position Title - Ingoa Tūranga

Senior Applications Engineer [402364, 402628, 401921]

Group - Puni

People and Operations (P&O)

Division - Tānga

Information Management Division (IMD)

Reports to - Menetia

Manager Platforms and Applications Support (401078)

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 ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, 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

This is a role within the Platforms and Applications team of IMD's Platforms and Infrastructure Unit. The Platforms and Applications team is responsible for the management, stability and integrity of the Ministry's On-Premise and M365 applications services. The Ministry operates from over 60 locations supporting approximately 2000 staff globally.

Under the direction of the Manager Platforms and Applications, you will deliver responsive, customer centric digital services to the Ministry's global staff. In your role you will be responsible for carrying out technical client support services by providing a robust end-user experience that focusses on maintaining the confidentiality, integrity, availability, security & privacy of MFAT's data. This will be achieved by maintaining, managing, and enhancing the Ministry's enterprise application services in all of the Ministry's operational environments including Azure and M365. Additionally, as a senior member of the Platforms and Applications team you will provide technical, process and thought leadership. You will also assist the Manager Platforms and Applications with product management, trend analysis, roadmap development/implementation, and incident/problem management.

This role will be the subject matter expert in a variety of enterprise level integrated line of business applications. There will be a particular focus on administration as this relates to the Ministry's M365 services. The Senior Applications Engineer will have in-depth skills in data management, client-server application support, will lead upgrades/enhancements. Knowledge and skills of a number of applications and systems is essential as well as a willingness to learn new technologies.

The role requires you to forge working relationships with a range of technical and business users and be comfortable conversing with, and imparting your knowledge, in ways that the audience can understand and relate to. Being a courteous and confident communicator will be important when participating in IT projects and developing strategy with key stakeholders. A great attitude and proactive approach will be the key to being successful in this role. A passion for a great customer experience will be at the forefront of the services you deliver.

Key Accountabilities - Kawenga Matua

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

Technical Expertise

Manage the performance of the Ministry's On-Premise and M365 enterprise applications to ensure their optimum availability. This will include:

- Monitoring and analysing application event and server logs
- Regular patch management
- Analysing maintenance plans, scripts and their results to ensure tasks are functioning within the agreed parameters
- Using remote management tools and technologies to monitor applications in remote data centre and cloud environments
- Configuring enterprise management toolsets to proactively perform monitoring and reporting
- Performing trend analysis of enterprise application performance including highlighting key issues and making recommendations for improvement
- Developing and maintaining technical process and operational procedures and documentation
- Performing preventative measures to identify issues early
- Providing daily, weekly, monthly reporting on application performance, resolution of problems and vendor performance

Incident Management and Resolution

Ensure the proactive, effective and timely management of all client calls received via the Ministry's Service Desk function by:

- Responding to issues via IMD's ITSM service
- Managing incidents and determining most appropriate and effective solution taking into account all mitigating factors
- Analysing issues to determine root cause
- Developing both short and long term remedial solutions as required
- Developing and/or updating all relevant technical, process, and system documentation
- Following IMD's change and release processes
- Writing incident and recommendation reports
- Managing third party support (internal/external) as required

Application Service Management

Provide support to ensure system reliability is maintained by:

- Planning, designing and developing application changes including applying product management practices
- Identifying dependencies, resources and costs
- Implementing changes using IMD's system development lifecycle and change control processes
- Conducting acceptance tests and commissioning systems
- Lead, develop and maintain technology product roadmaps
- Maintain all relevant documentation including design documents

Project and Product Support

The following key leadership responsibilities of this role assist in delivering the Division's and the Ministry's project and product delivery by:

- Participating and technically leading when required
- Providing subject matter expertise from an application perspective
- Provide architectural design input for enterprise application solutions
- Participating in proof of concept (POC) activities
- Comply with the system development life cycle (SDLC) and project management (PMLC) methodologies

Team and Support

The following key personal and administration abilities of this role assist in delivering to the Ministry quality support and practices by:

- Provide technical advice and support for other IMD teams as required
- Develop and update, in consultation with the Design and Delivery's Architecture Team the architectural service maps
- Provide training, technical advice and support to other staff as required
- Develop and maintain industry contacts as required
- Write business papers as required
- Provide technical leadership and mentoring to other team members
- Perform backup Platforms and Applications Manager responsibilities during absences
- Perform other duties as directed by the Platforms and Applications Manager

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, including contributing to/presenting at internal learning and development opportunities
- Ensuring supporting information is up to date

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.

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

The Senior Applications Engineer will have the following experience, skills and knowledge:

Experience

- At least five years' practical experience in IT systems, with significant experience supporting business applications and systems in an enterprise wide environment.
- Excellent understanding of working in a globally distributed environment
- Demonstrated experience of the following is required:
 - Administering and supporting complex, enterprise business applications services
 - Microsoft suite of products including Windows Server, Active Directory (Group Policy), AAD, M365, MS Purview
 - Data centres, networking, server and cloud hosting
 - Working with virtualised environments (VMWareESX), MS Azure hosted services and administering remote systems
 - A good understanding of monitoring toolsets
- Previous experience as a Microsoft Systems Administrator is essential
- An in-depth understanding data security issues as it relates to services and data

Skills and knowledge

- Experience working in a 24 x 7 operating environment supporting clients in a large and diverse client/server environment and with remote support
- Demonstrated experience and understanding of on-premise enterprise-wide and Azure/M365 environments
- Experience with various applications eg, SQL, BizTalk, SharePoint, SPO, EXO, MS Teams, Power Apps, M365 Copilot

- Experience with PowerShell/CloudShell scripting is desirable
- An understanding of web-service protocols and technologies (https, WSDL, SOAP, REST) is desirable
- Demonstrated experience integrating between on premise and hosted services, systems and applications
- Ability to work autonomously; you will be a highly motivated self starter who is accepts ownership and responsibility of your portfolio
- Excellent understanding of IT Operations Management, ITIL principles, including incident, problem and change management processes
- Proven ability to build, maintain and leverage relationships with key internal and external contacts and vendors
- Excellent problem solving abilities with the aptitude to gather and analyse data to produce reports
- Strong planning, organising, judgment and decision making skills
- Solid written and oral communication skills
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Qualifications

- A tertiary and/or industry qualification in information technology such as MCTS, MCITP, MCP, MCSA, MCSE, AZ-900, MS-900, MS-700, MS-203, MS-102, SC-900 certifications is desirable or equivalent industry experience
- Five years experience in an ICT operational environment
- ITIL V4 foundations highly desirable

Relationships - Pātahitanga

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

Within the Ministry:

- Manager Platforms and Applications Support, IMD
- Chief Technology Officer, IMD
- Design and Delivery Team, IMD
- Change Manager, IMD
- Manager Infrastructure and Networks, IMD
- IMD KIA Data and Analytics Team
- IMD Leadership Team
- Project Managers
- Technical Support at Post
- Post Staff (incl. HOM/HOP, PSO, PTC, and LES)
- Other Divisions & staff

Outside the Ministry:

- Service Delivery Partners
- NZ Inc. Partners
- Other NZ agencies and government technical staff
- Suppliers, contractors, 3rd party IT Specialists

Delegations - Whakatautapatanga

- The role is responsible for the management of no direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship or New Zealand Permanent Residency.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
- On-call requirements - Staff in the operational sections are expected to be part of the IMD on-call pool and are rostered on in accordance with the provisions of the on-call service requirements.

References

Ministry's Strategic Intentions

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