NEW ZEALAND FOREIGN AFFAIRS & TRADE
Manatū Aorere

Position Description

Position Title - Ingoa Tūranga
Senior End User Computing Engineer – Video Conferencing (403587)

Group - Puni
People & Operations Group (P&O)

Division - Tānga
Information Management Division (IMD)

Reports to - Menetia
Manager, End User Computing (401259)

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/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

Reporting to the Team Manager, End User Computing - The Senior End User Computing Engineer – Video Conferencing is responsible for leading the design, implementation, and ongoing management of the Ministry's video conferencing solutions, with a primary focus on Microsoft Teams Rooms (MTR). This role also provides senior-level technical expertise across the full spectrum of End User Computing services, ensuring staff have reliable, secure, and user-friendly tools to collaborate effectively across global locations.

An experienced technical and thought leader, the Senior End User Computing Engineer – Video Conferencing will assist the Team Manager, End User Computing in the development and implementation of EUC technology and service roadmaps as well as identifying and acting on service and process improvements.

The Senior End User Computing Engineer – Video Conferencing will be a natural leader and comfortable conversing with technical and business users alike.

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Key Accountabilities - Kawenga Matua

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

Video Conferencing Design & Implementation
- Act as the technical lead for the design, configuration, and deployment including physical installation of Microsoft Teams Rooms solutions across the Ministry.
- Develop and maintain standardised MTR room designs, including hardware specifications, room layouts, and integration with AV infrastructure.
- Work with architects, vendors, and facilities teams to plan and implement new VC spaces and upgrades.
- Oversee installation, commissioning, and user acceptance testing of MTR deployments.
- Ensure video conferencing solutions meet performance, security, and compliance standards.

Technical Leadership (EUC)
- Administer and optimise Microsoft Intune, managing device enrolment, policy configuration, and compliance across the organisation.
- Support and manage Microsoft 365 services such as Azure Active Directory (Azure AD), Office 365, OneDrive, and SharePoint in relation to device management.
- Deploy and manage applications using Intune and M365 tools, ensuring smooth installation and updates.
- Implement and enforce security policies, including Conditional Access, Multi-Factor Authentication (MFA), and Zero Trust principles.
- Monitor, troubleshoot, and resolve Intune-related issues, ensuring seamless operation of endpoint management services.
- Work closely with IT teams to continuously improve endpoint management strategies and drive automation using PowerShell scripting.
- Provide support and training to end-users on Intune-related tools and processes, enabling smooth adoption.
- Stay updated on the latest Microsoft technologies, making recommendations for best practices and improvements.

Operational Support & Continuous Improvement
- Troubleshoot and resolve complex incidents, including hardware, network, and software issues.
- Develop documentation, standard operating procedures, and knowledge articles for support.
- Identify opportunities to improve user experience and operational efficiency through automation and process refinement.

Project Delivery
- Lead EUC related projects from concept through to delivery.
- Collaborate with project managers, architects, and vendors to ensure successful rollouts.
- Contribute to digital workplace initiatives that improve collaboration and productivity.

Security & Compliance
- Implement and maintain security controls end user devices, including MFA, encryption, and compliance baselines.
- Ensure all deployments adhere to Ministry security frameworks and relevant legislation.
- Assist with security incident investigations.

Stakeholder Engagement & Training
- Engage with business units to understand video conferencing needs and tailor solutions accordingly.
- Provide training and guidance to staff on effective use of MTR and collaboration tools.
- Maintain strong relationships with internal stakeholders, vendors, and external partners.

Mentoring & Team Development
- Mentor and coach EUC team members in cloud technologies and best practices.
- Facilitate knowledge sharing sessions and cross-training within the team.

Relationship Management
- Develop and influence a clear map of relationships with decision-makers, policy-makers and thinkers that advance the division's objectives.
- Develop and maintain relationships with key internal and external stakeholders in order to advance the division's objectives.

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

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore.

You are responsible for:

- Taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- Complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
- Cooperating with health and safety policies and procedures
- Identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- Raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- Ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
- Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

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.

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

The Senior End User Computing Engineer – Video Conferencing will have the following experience, skills and knowledge:

Experience

- Proven experience in Intune Administration and Microsoft 365 management.
- Strong expertise in Microsoft Intune, Azure AD, Office 365, Windows Autopilot, and MDM.
- Experience in managing a diverse set of devices including Windows, macOS, iOS, and Android.
- Familiarity with PowerShell scripting for automation, configuration, and troubleshooting.
- Understanding security compliance, Conditional Access, and Zero Trust frameworks.
- Knowledge of M365 Defender, Microsoft Endpoint Security, and Microsoft Security Centre.
- Experience with additional tools such as Microsoft Defender for Endpoint, Autopilot, and Intune reporting.
- Strong analytical and problem-solving skills with the ability to manage multiple priorities in a fast-paced environment.
- Relevant tertiary qualification in IT or equivalent work experience.
- Microsoft Teams Rooms Solution Sales Professional or Advanced Deployment certification preferred.
- Microsoft 365 Certified: Modern Desktop Administrator or Enterprise Administrator desirable.
- ITIL Foundation or equivalent service management qualification preferred.

Skills and Knowledge

- Excellent interpersonal and communication skills
- Solid verbal and written communication skills.
- Ability to build, maintain and leverage relationships with key internal and external contacts and vendors
- Advanced troubleshooting, problem management and trend analysis skills with a particular emphasises on problem resolution in a complex Windows based environment
- Exceptional organisational skills with the ability to prioritise and deliver across multiple work streams
- A solid understanding of technology trends in the End User Computing space and proven ability to assist with the development of technology roadmaps
- Demonstrated enterprise level skills in end-to-end desktop application management
- Advanced knowledge of and demonstrated experience in ICT asset management practices
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
- ITIL V4 Foundations or greater is desirable

Relationships - Pātahitanga

The Senior End User Computing Engineer – Video Conferencing position is required to build and maintain the following relationships:

Within the Ministry:

- CIO and all of the Information Management team
- Service Centre
- Project Managers
- Business systems owners
- Post Staff (incl. HOM/HOP, PSO, PTC, and LES)
- Other Divisions & staff

Outside the Ministry:

- Service Delivery Partners/Vendors
- NZ Inc. Partners
- Other NZ agency and government technical staff
- Suppliers, contractors, 3rd Party IT Specialists

Delegations - Whakatautapatanga

- The role is responsible for the management of nil 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.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

References

- **Ministry's Strategic Intentions**
  Available here: https://www.mfat.govt.nz/en/about-us/our-strategic-direction/