

POSITION DESCRIPTION

TITLE: Asset & Contract Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader IT Asset Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The primary responsibilities of the IT Asset & Contract Specialist, is to:

- Maintain efficient and accurate information for IT asset activities using Council systems and asset management systems.
- Contribute to the on-going development of IT asset management plans so that life cycle costs are optimised and agreed levels of service achieved.
- Manage the purchasing of all IT software and hardware assets and IT services.
- Ensure asset management information is current.
- Assist with budget development.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Asset Management Systems	<ul style="list-style-type: none"> • Provide technical infrastructure support for asset related systems, processes and data management. • Develop and maintain standards and policies for asset management systems. • Manage training for staff who use asset management systems. • Ensure relevant information is included in the IT planning processes. • Develop asset management reports for IT management.
Purchasing	<ul style="list-style-type: none"> • Manage the purchasing of all IT services and IT hardware/software assets in accordance with Council procurement policies. • Ensure all software and hardware that is purchased is appropriately licensed. • Validate and process IT asset and service payments. • Produce invoices and quotes when required. • Ensure all purchasing requests are logged accordingly.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Represent, support, and advise IT in RFP procurement process.
Contract Management	<ul style="list-style-type: none"> • Manage all software licences, warranties, maintenance agreements, and vendor contracts. • Audit assets regularly. • Ensure 'Assets & Contracts commitments' reports are regularly updated. • Identify opportunities for volume purchasing to obtain price breaks. • Liaise and maintain effective relationships with vendors to mutually reduce TCO. • Liaise with Procurement to work collectively on optimising asset spend. • Ensure supplier contact details are accurately maintained.
Asset Management	<ul style="list-style-type: none"> • Validate business requests for IT assets and clarify funding source. • Manage IT service assets & configuration items. • Ensure all software and hardware relevant data is entered into the CMS. • Ensure accurate record keeping of asset information at all times. • Correlate and generate the renewal and replacement reports. • Provide customers with advice on available software and hardware as required and in consultation with the technical support team.
Team Assistance and Training	<ul style="list-style-type: none"> • Assist and train other IT staff as required in the area of asset management, purchasing and financials.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader IT Asset Management	Reports to
IT Unit	Provision of asset / contract management & procurement support.
IT Users of the organisation	Provide timely service.
External	Nature of the Relationship
External Service Provider	Liaise with suppliers and third parties.

Formal Qualifications and Training	Required	Desirable
Degree in Information Management, Procurement or Business Administration or significant experience in an ICT Asset Management role	✓	

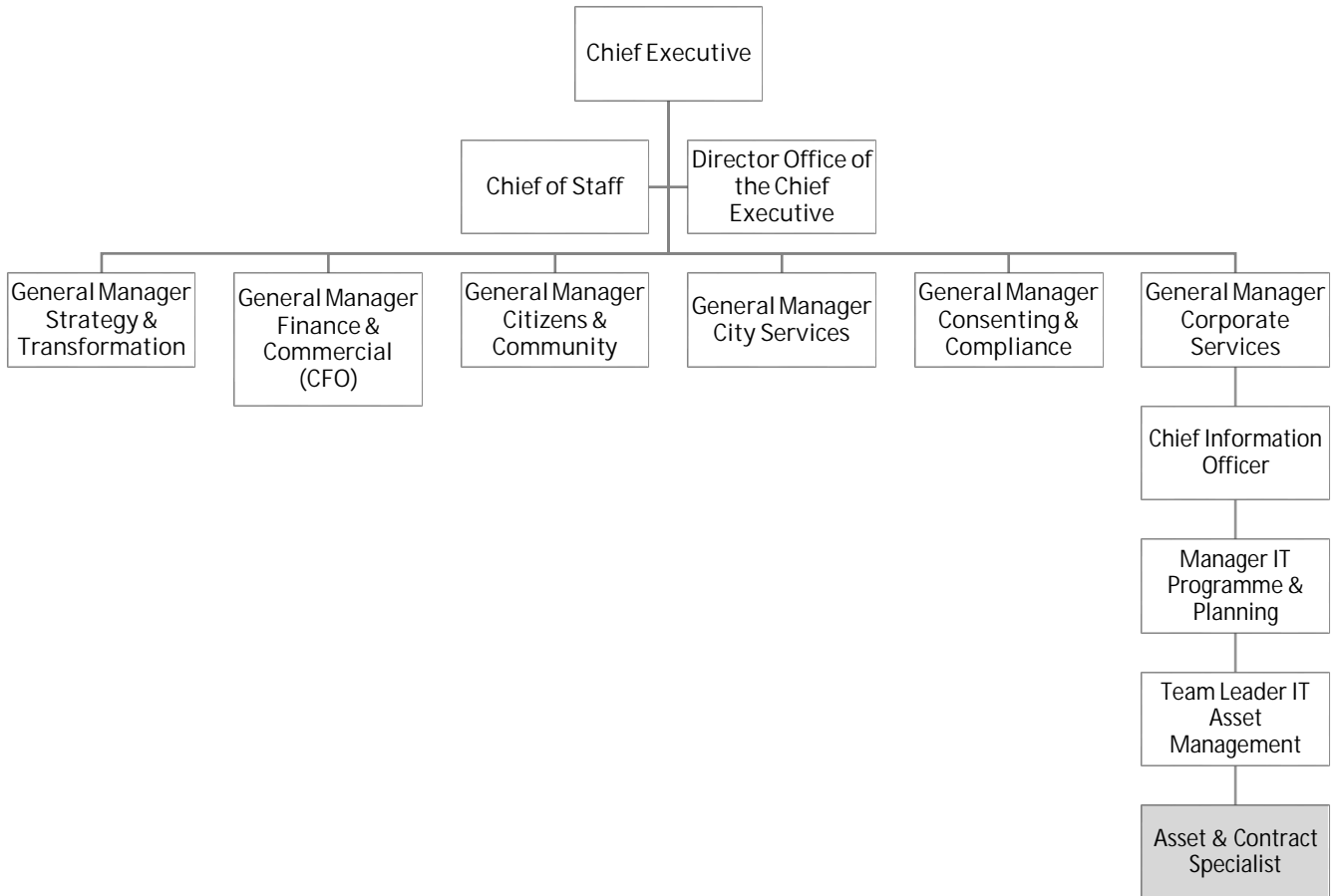
ITIL Foundation Certificate	✓	
ITIL Software Asset Management Certificate or significant experience in an ICT Asset Management role in a large organisation	✓	
Microsoft Licensing Professional Certificate or significant experience in a Microsoft Licensing role in a large organisation	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least five years advanced experience in software licensing in a large organisation	✓	
At least five years advanced experience in IT Asset Management processes in a large organisation	✓	
Methodical and attention to detail	✓	
Proactive and disciplined to generate key reports and raise any asset, fiscal or contract management concerns well in advance of anticipated issues.	✓	
General knowledge of inventory, and cost-management skills	✓	
Ensures processes, procedures and services offered are aligned to meet short and long term needs of the customer	✓	
Focuses positively on goals and desired outcomes, promotes an overall improvement and results focus that meets customer needs	✓	
At least three years Financial/accounting/logistics management experience in a large organisation with delegated purchasing authority		✓
At least three years' experience in a large organisation with demonstrable cost savings from asset audit, reconciliation & contract renewal for assets totalling \$5+ million		✓
Experience working in a large organisation with large/shared purchasing contracts/agreements that maximise bulk purchasing benefits		✓
Basic contract management skills		✓
Communication <ul style="list-style-type: none"> Engages with others; listening and showing respect for their input, suggestions and feedback. Puts forwards suggestions, ideas and feedback. Shares relevant information with colleagues. Communicates clearly and constructively, verbally and in writing. Considers their audience and adapts their communication accordingly. 	✓	
Planning & Self-Management <ul style="list-style-type: none"> Is clear on individual goals and how these support team goals. Takes responsibility for their own work and performance. Plans how they will meet their goals, manages their own time and progress. Follows through on commitments, whilst balancing personal and work life. 	✓	
Working Collaboratively <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Business Intelligence Architect	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Business Intelligence (BI) & Analytics	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: January 2020

Purpose of the position:

The focus of this role is to work with key stakeholders at a senior management level to shape and influence how information technology can assist the Christchurch City Council (Council) to achieve its business objectives. As a key member of the Architecture practice in IT, you will be responsible for the overall design of the business intelligence (BI) architecture and determining the optimum level of investment in BI for the Council. The BI Architect determines how BI can assist the business to identify insights and opportunities, driving good decision making to effectively achieve its current and future objectives. Key responsibilities of the Business Intelligence Architect are to:

- Interact with Council senior management to understand current business strategy and ensure that Information Technology (IT) and BI strategy is aligned with Council business strategy.
- Influence Council senior management (General Manager and Unit Level) and set the governance standards and direction for Business Intelligence
- Champion efforts to improve business performance through BI solutions and capabilities including hindsight, insights and foresight reporting, advanced analytics and good analytics governance
- Lead BI and analytics innovation, keeping up with trends in technology and partnering with our architects and managers to deliver on these innovations including BI requirements, principles and models to support future state BI
- Ensure technical architectures for proposed IT solutions are compliant with the BI architecture and principles
- Participate in the Design Authority Group that provides technology governance within the Council
- Identify potential savings in both capital and operational expenditure related to BI solutions.
- Deliver the technical components of the IT Investment business cases and assess candidate solutions compliance with the BIA
- Advise, mentor and coach other Architects and technical staff

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
BI Architecture Leadership	<ul style="list-style-type: none"> • Assist the Manager to develop Business Intelligence as a core competency within Council. • Interact with Council senior management (Unit and Group level) to understand business strategy. • Advise and influence Council senior management (Unit and Group level) on how BI can assist the Council to achieve its objectives • Provide technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements • Recommend improvements to architecture policy and practices
Business Intelligence Architecture	<ul style="list-style-type: none"> • Keep up with technology trends in the industry and marketplace. • Establish and maintain the Business Intelligence Architecture, standards, and good-practice guidelines. • Enable effective analytics governance, setting monitoring and audit requirements to support the appropriate quality and use of reporting. • Understand the Council's strategic business plans and ensure that these align with IT's strategy. • Acquire and maintain a strong working knowledge of e-government and Council business environments. • Collaborate with end users and senior management to define business capabilities for complex BI development and gain buy-in. • Work with other Architects to ensure that effective solutions are designed, costed and implemented in accordance with the IT strategies. • Select an appropriate architecture approach, framework and associated processes required to build, implement and maintain a Business Intelligence Architecture for the Council. • Develop and document an in-depth knowledge of the Council's existing BI architecture and technology portfolio. (Architecture baseline.) • Develop a Business Intelligence roadmap (covering current and future states) which addresses all levels of the agreed framework. • Review new and existing IT projects, systems designs, and procurement/outsourcing plans for compliance with IT standards and the Business Intelligence Architecture • Advise on maintenance of the technical server and cloud infrastructure. • Develop enterprise business intelligence, data warehousing and reporting solutions. • Design, configure and implement SAP's BI solutions, (SAP HANA Studio, BW, BO and SAP Analytics Cloud) and establish/monitor process chains. • Design, create and enhance BI solutions using Azure Data Services including Data Factory, Data Lakes and Data Bricks.
IT Architecture	<ul style="list-style-type: none"> • Ensure that technical solutions of new systems are developed and deployed in line with the Councils Business Intelligence Architecture. Ensure solutions are scalable, flexible, available, maintainable, useable, extensible and secure. • Advise and influence key stakeholders to ensure technical design artefacts that support the Councils business activities. • Advise and influence key stakeholders to ensure standards for solution design and development meet BIA requirements. • Advise and influence key stakeholders to design, develop and implement IT management and governance frameworks to enable IT to better manage information. • Research emerging technologies to identify application specific technologies that reduce cost and risk while increasing efficiency and security.

Key Areas Of Accountability	
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain sound working relationships, networks and partnerships with key stakeholders and vendors, both internally and externally. • Work alongside business leaders with a focus on the technology aspects of business strategy, to ensure the information, BI and other architecture needs of clients are identified. • Liaise with key stakeholder groups and champion the role and outputs of Business Intelligence and analytics. • Integrate working with other teams across the Unit and wider Council where appropriate. • Use networks within the Council to develop best practice.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Intelligence (BI) & Analytics	Reports to
Senior business leaders / Managers	Advise and influence
Other IT Architects	Guide, advise, influence and mentor. Review and endorse outputs
Architecture Governance Board	Advise and influence
IT Service Managers	Advise and influence
External	Nature of the Relationship
External Service Provider	Advise and influence
E-government	Liaise and contribute

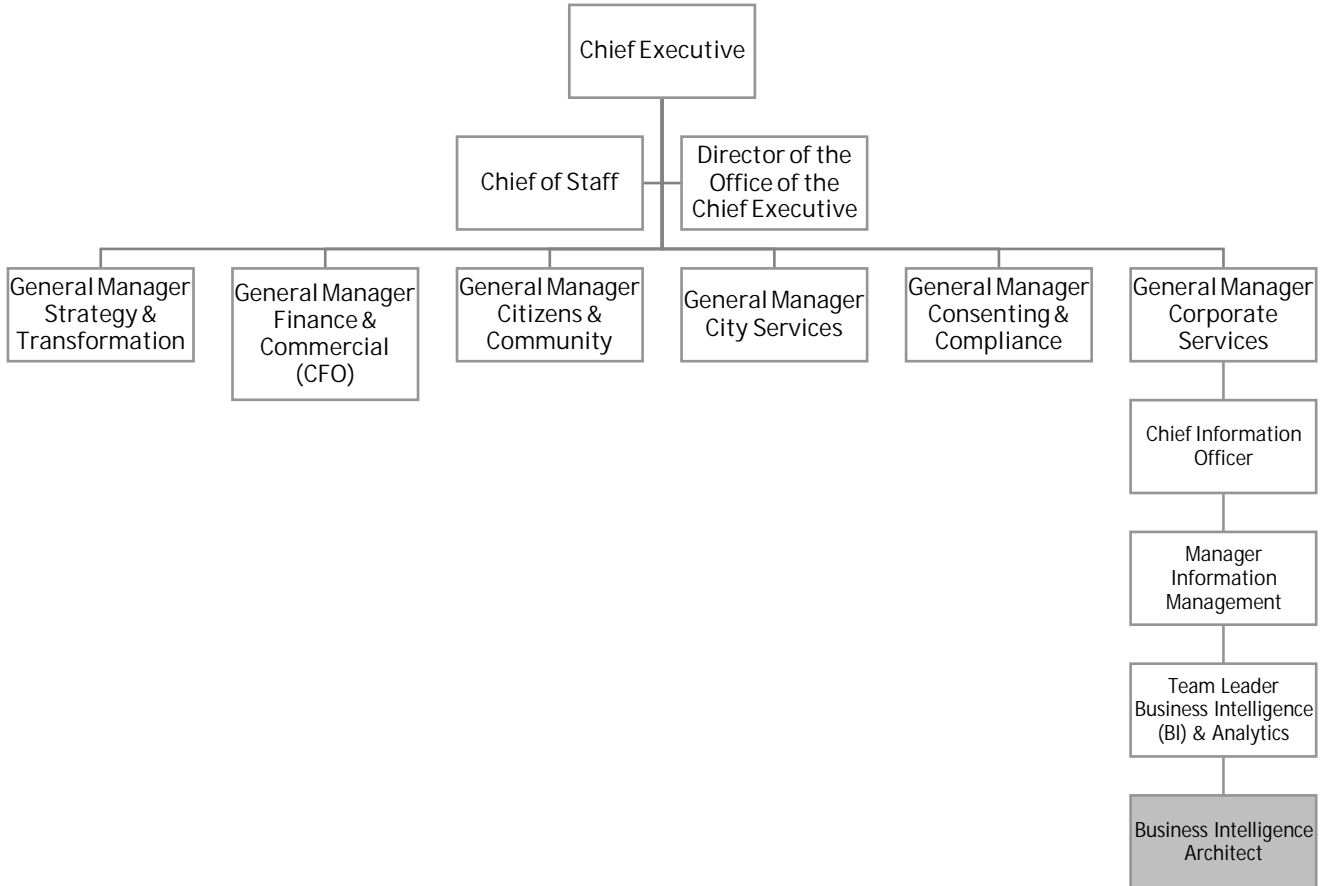
Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science.	✓	
ITIL Foundation Certificate		✓
COBIT Foundation Certificate		✓
Business Intelligence Architecture Framework(s) Certification.	✓	
Appropriate Industry Qualifications	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 5 years Architecture experience or experience in a comparable senior IT role	✓	
A minimum of 10 years' experience in the IT Industry	✓	
Proven experience in implementing an IT Business Intelligence architecture framework.	✓	
Experience providing BI and data analytics recommendations based on business benefits, to support business decision-making.	✓	
Proven domain experience and technical knowledge in BI Cloud solutions and design	✓	
Experience and technical knowledge in SAP Analytics	✓	
Demonstrated experience in communication and problem solving at a senior level in an IT environment.	✓	
Sound knowledge of business strategy principles and associated tools and frameworks such as the balanced score card	✓	
Proven collaborative and consultative skills	✓	
Experience with iterative and agile SDLC methods.	✓	
Knowledge of Service Oriented Architecture (SOA) and Business Intelligence Service Bus (ESB) technologies.	✓	
Strong understanding of Object Oriented programming.	✓	
Strong understanding of Unified Modelling Language (UML).	✓	
Knowledge of data structures, theories principles and practices.	✓	
Strong understanding of internet and non-internet application technologies.	✓	
Specific technical skills including object oriented programming (Java, J2EE, .NET etc.), web service standards (SOAP, XML, UDDI, WSDL), UML, SQL, ODBC, JDBC, HTML, XLST, XHTML.	✓	
Knowledge of the Microsoft platform (Windows Server 2000, 2003, IIS Active Directory etc.) and technologies (i.e. SharePoint, BizTalk, MSMQ, Exchange, SQL Server.	✓	
Knowledge of Business Intelligence Resource Planning solutions and associated platforms (i.e. SAP NetWeaver and mySAP ERP).	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. Listens to feedback from customers and takes time to understand their views and needs. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Is a role model for customer service excellence. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Knows each team member's key strengths and development areas. • Creates time to grow and develop individuals and the team itself. • Helps team members develop their own self-awareness. • Continually supports team members to learn and grow. • Provides opportunities to learn on-the-job and to practice new skills. • Seeks input and feedback on the team's effectiveness. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Initiates, encourages and facilitates team to generate their own ideas and solutions. • Creates energy and action to solve problems and find innovative solutions. • Checks out problems themselves to ensure they are thoroughly understood. • Breaks problems down into manageable parts, generating possible approaches and solutions. • Considers the impact of possible solutions on results and resources. • Is willing to consider bold/different solutions and take calculated risks. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Business Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Business Analysts	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Business Analyst supports the goal of implementing simplified, standardised and automated processes as part of the IT Unit.

- Scoping and preparing business cases for opportunities to improve processes and mitigate risk
- Gathering business requirements to support IT improvements
- Designing data collection approaches for improvement projects
- Gathering baseline data and reporting on customer, financial, productivity and quality performance across end to end processes
- Developing metrics and reporting on business process performance against accepted standards and KPI's.
- Developing metrics, designing and setting up reports that deliver insights on business process performance against accepted standards and KPI's.
- Assisting in developing and implementing monitoring, measurement and accountability protocols and processes
- Championing strategic cross functional reporting that focuses on the end outcome for the customer of the process

General:

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- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Proactively work with IT customers to understand and gain a full understanding of their direction, structure and requirements. • Understand multiple business processes and functions. Including integration and dependencies with other processes, and the organisational context of the processes or functions. Articulate these processes and functions using appropriate tools and methodologies e.g. business process maps, business requirement documents, functional specifications
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Based on understanding of technology work collaboratively with the business and suggest potential improvements in the business process or function • Scope and estimate work effort to deliver based on technical, functional specification and detailed design. • Suggest/recommend improvements to analysis practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
Solution Design /Development	<ul style="list-style-type: none"> • Assist the solutions architect in evaluation and recommendation of a solution options. • Collaborate with developers and subject matter experts to establish the technical vision and analyse trade-offs between usability and performance needs.
Project Execution	<ul style="list-style-type: none"> • Works to ensure project deadlines and schedules are achieved • Takes input from team leader/project manager and appropriately and accurately applies comments/feedback. • Understands the necessity of project standards and complies with them consistently. • Develops meeting/workshop objectives and agendas. • Prioritizes multiple tasks effectively. • Understands the components of running a fiscally successful project
Technical Understanding	<ul style="list-style-type: none"> • Understands basic Internet and client/server architectures. • Understands data integration and how this achieved • Possesses working knowledge of SQL and database design. • Possesses an understanding of IT infrastructure • Advanced skills in Ms Word, Outlook, and Excel
Testing/Quality Control	<ul style="list-style-type: none"> • Ensure configured applications meet quality standards, including documentation. • Support user acceptance testing • Perform quality control functions such as peer reviews
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Analysts	Reports to
IT Project Managers	Reports to (for project issues and deliverables)

IT team members	Works collaboratively, mentors and coordinates streams of activity
Council Business Units (IT customers)	Liaises, coordinates and leads
External	Nature of the Relationship
3 rd party software vendors	Works collaboratively with, and coordinates

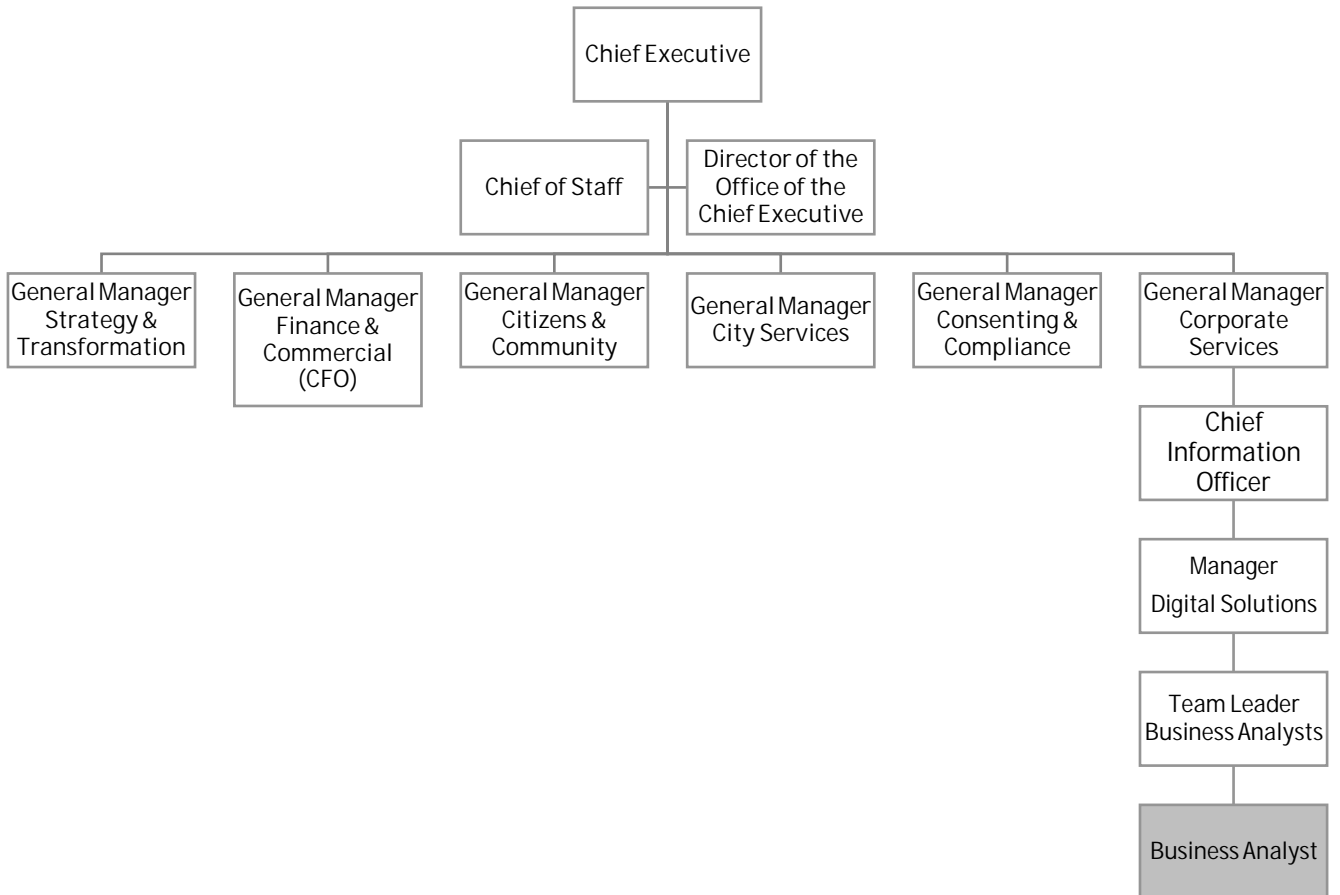
Formal Qualifications and Training	Required	Desirable
Undergraduate university degree or equivalent relevant experience	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 5 years industry experience in either a business analysis, systems analysis, or business analyst role.	✓	
Intermediate level formal training, in analysis techniques and methodologies.	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Cloud Architect	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The key focus of this role is to deliver all Cloud computing initiatives within the Council, ensuring these are aligned to the Strategic IT requirements set out by the organisation. This support includes (but is not limited to):

- The contribution to development of platform architecture, scripts and templates.
- Tool selection and facilitation of automation where possible.
- Overseeing the deployment of the Council's cloud computing strategy, including cloud adoption plans, cloud application design, and cloud management and monitoring.
- Oversee all application architecture and deployment in cloud environments.
- Provide Technical leadership at a senior management level on information relating to Cloud services.
- Work in collaboration with the other architects who look at enterprise architecture, technical architecture and security architecture.

Key responsibilities of the position are to:

- Drive innovation and research in the area of Cloud Service Operations
- Participate in the Architecture Governance Board that provides technology governance within the Council.
- Engage with Council senior management (Unit and General Manager (GM) level) to understand business strategy
- Performing the Architecture, Design & Development of Cloud Service Operation Platform Cloud design and integration, governance and application placement, risk identification and mitigation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Technical Leadership	<ul style="list-style-type: none"> • Build and communicate the organisational strategy for how cloud computing will be leveraged within the organisation and the use cases in which the organisation will derive the most business value.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Lead teams and create strategies like a non-technological manager would, but also use and possess strong technical knowledge in that same way that a technological engineer would. • Lead and manage a cross-functional technology team. This requires that the Cloud Architect combine technical knowledge with interpersonal skills so that the technology team can accomplish their goals efficiently and cooperatively. • Is a role model for our shared values.
Enterprise Architecture	<ul style="list-style-type: none"> • Understand the Council's strategic business plans and ensure that these align with the Council Digital Strategy. • Development of Digital Cloud strategies and initiatives, and develop a digital roadmap for the Cloud Services (covering current and future states) • Ensure that effective cloud solutions are designed, costed and implemented in accordance with the ICT strategies. • Architecting the processes by which IT and business staff choose cloud computing as the deployment model of choice per application, including the rationale behind determining which applications should use cloud computing. • Research emerging technologies to identify application specific technologies that improve customer satisfaction and effectiveness of service delivery, while ensuring security and optimising the Total Cost of Ownership of the Digital Service.
Investment Analysis	<ul style="list-style-type: none"> • Create clearly articulated Cloud Solutions in business cases, including requirements, business benefits and benefit realisation plans, effort and cost estimates, risks, dependencies and business priority for proposed ICT investments
Cloud Solution Architecture, design and development	<ul style="list-style-type: none"> • Work with the IT Architecture practice to ensure that cloud solutions are compliant with the council's evolving Enterprise Architecture. Develop conceptual solution components and custom designs using prototyping where relevant and ensure solutions meet agreed business requirements. • Create cloud solution options appropriate to meet business needs whilst adhering to ICT principles and aligned to the Digital Strategy and Enterprise Architecture • Understand the market and the technologies that impact cloud adoption and functionality. Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks. • Understand the customer's needs, leverage that knowledge and predict where they are heading, as well as where they should go. Design a scalable solution that the team can help build, deploy and support. Automate and orchestrate the execution of complex processes with a variety of variables. • Monitoring cloud activity, designing and migrating applications, planning courses of action and defining computing loads. Analyse cloud performance Cloud risk identification and mitigation. • Cloud management and operations. Designing the comprehensive set of enterprise management processes, tools integrations and procedures to ensure running cloud systems in control. • Provide technical leadership that includes industry trends and best practice. Exploring innovative ways of addressing technology and business problems.
Business / Service Improvement	<ul style="list-style-type: none"> • Works closely with internal and external service providers to proactively identify and deliver improvements that can benefit the Council. • Document and record all technology enhancement activity in accordance with current policy and practice.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Cloud risk identification and mitigation. Drive improvements identifying threats and reducing overall risk. • Education of staff and clients when and where appropriate • Facilitating the re-design of business processes including clarifying and identifying issues then over-seeing the implementation of any optimization programs to attain the highest level of service, efficiency, control • Test and review high impact processes
Consultative and Collaborative Approach	<ul style="list-style-type: none"> • Integrate working with other teams across the Unit, to ensure the development of an agreed view of the Digital Strategic Roadmap that supports the business. • Work as part of the IT Architecture Practice to support the development and maintenance of the Enterprise Architecture • Work with other IT teams to deliver integrated solutions.
Relationship Management and communication	<ul style="list-style-type: none"> • Build relationships with IT team customers (including senior leaders) to understand their business strategy, objectives and challenges • Build strategic relationships with ICT vendors/suppliers to understand how industry trends impact the delivery of the Council ICT Strategy. • Client RFP's –Available as a subject matter expert (SME) to consult when RFI, RFP statements are created. • Keep across relevant Architect forums and broaden networks in your field.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Other IT Architects	Liaise and collaborate, Advise and influence, Review and endorse outputs
Other IT Service Teams and IT Leadership Team	Liaise and collaborate, Advise and influence
Architecture Governance Board	Advise and influence
Senior Business Leaders / Managers	Advise and Consult
External	Nature of the Relationship
External Service Provider	Liaise and collaborate (service delivery, standards, policies)
Central Government, Local Government (ALGIM and other Local Authorities) E-Government	Liaise , contribute and influence

Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	
Current certification as a Professional Cloud Solutions Architect (PCSA), Certified Ethical Hacker (CEH), Certified Information Systems Security Professional (CISSP) and/or other related certifications	✓	
Enterprise Architecture Framework(s) Certification.		✓
ITIL Foundation Certificate		✓
COBIT Foundation Certificate		✓

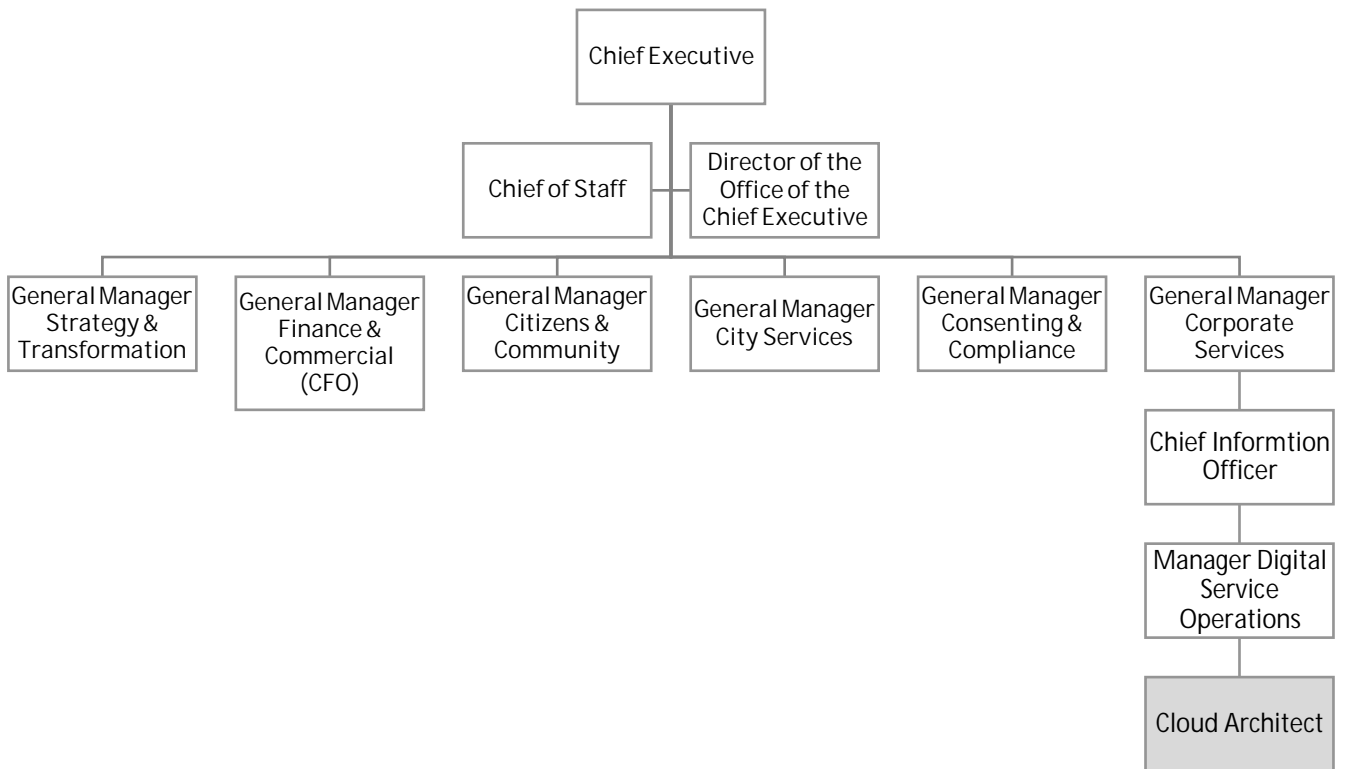
Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Extensive experience in ICT industry with specialised experience in IT Cloud Architecture or experience in a comparable senior role in the ICT Industry.	✓	
Proven domain experience in Cloud system design	✓	
Demonstrated experience in communication and problem solving at a senior level in an IT environment. Good written and oral communication.	✓	
Sound understanding of business strategy principles and associated tools and frameworks such as the balanced score card	✓	
Proven collaborative and consultative skills	✓	
Strong knowledge of application programming interface (API) interaction and programming languages	✓	
Ability to plan and carry out industry trends and competitor product/solution analysis effectively.	✓	
Knowledge of various complex IT ecosystems besides cloud architecture and the ability to learn/adapt quickly to new Technologies as per the business need.	✓	
Have strong analytical skills and be able to think at the macro level, while ensuring the design works on the micro level.	✓	
Previous experience in designing a solution with more than a single site or customer in mind.	✓	
Good experience in programming – able to develop and demonstrate technologies in PoC	✓	
A high level understanding of key security concepts with initial knowledge of some basic security concepts such as firewalls.	✓	
Knowledge of Service Orientated Architecture integration methods	✓	
Knowledge of data structures, theories principles and practices.	✓	
Knowledge of ERP solutions, customer interaction solutions and associated platforms.	✓	
System performance analysis and capacity planning	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Good understanding of networking: TCP/IP, IP addresses, HTTP, DNS		✓
Experience with iterative and agile SDLC methods.		✓
<p>Embracing Change</p> <ul style="list-style-type: none"> Identifies ways to improve daily activities/processes/tasks. Accepts change as an organisational reality; responds helpfully and positively. Understands how self and others react during change. Supports colleagues through change. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. Listens to feedback from customers and takes time to understand their views and needs. Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Can be counted on to achieve goals successfully and safely. Monitors own progress and is willing to try different approaches in order to be successful. Is proactive in highlighting barriers which affect the delivery of services/results. Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> Gets involved - is a positive and active contributor to work discussions and projects. Addresses issues and problems honestly, promptly, respectfully and openly. Provides specific feedback to others. Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Partnership & Consultation</p> <ul style="list-style-type: none"> Builds positive relationships with stakeholders to encourage involvement. Actively listens in order to understand stakeholder needs. Welcomes and positively explores differences of opinion; open to changing own point of view. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Content & System Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader IT Service Desk	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The Content & System Specialist is responsible for IT knowledge management and the administration of the IT service management system.

As the Content Specialist, you will be in charge of:

- Capturing and analysing knowledge
- Organising and documenting knowledge (e. g. developing knowledge articles)
- Making knowledge available to the client's IT support organisations by publishing and distributing that knowledge, and training IT staff on how to write knowledge articles using our templates.

As the System Specialist, you will be responsible for:

- Developing, implementing and maintaining support of the IT service management system.
- Providing creative solutions to resolve business problems via customer requirements, based on system capability and process gaps, using best practice.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Content Design & Management	<ul style="list-style-type: none"> • Research and write online and hardcopy end user documentation, including ensuring the use of the standard styles, graphics for on-line material and Council identity is incorporated • Work with IT managers and staff to develop and review documentation standards and design for internal IT documents, knowledge articles, video or E-Learning. • Responsible for creating and maintain templates and writing guides, and ensuring Council identity is incorporated into all technical documentation and information • Create and maintain the following:

Key Areas Of Accountability	
	<ul style="list-style-type: none"> ○ Knowledge articles content ○ End user help videos ○ Software catalogue details, ensuring that have written in an end user focus style ○ Self-service material for IT Service Management tool <ul style="list-style-type: none"> ● Review and edit documentation prepared by other IT staff, as required. ● Regularly monitor to ensure information is accurate, regularly updated and available ● Provide training and support to relevant IT business units to ensure the best use of templates, tools and writing styles.
IT Service Management Tool Administration	<ul style="list-style-type: none"> ● Routine system administration including: managing user accounts, managing support group changes (additions, changes, adding/removing members), providing users with access/roles within the system. ● Design process workflows within the tool, maintaining current workflows. ● Maintain our automation workflows. ● Ensure our IT tools and portal provide optimum user experience, with focus on customer self-service. ● Fix defects when they arise. ● Provide training and support to relevant business units to ensure the best use of vFire.
Customer Services	<ul style="list-style-type: none"> ● Provide services which are effective, efficient, and consistent and focused on anticipating and exceeding customer expectations. ● Implement appropriate support processes in conjunction with other teams to improve customer service and deliver customer satisfaction. ● Ensure requests are answered in a timely manner and meet the performance expectations set. ● Provide the right information to ensure that customers understand information management requirements and the rationale for these. ● Provide training to customers in the use of IT services as required
Relationship Management	<ul style="list-style-type: none"> ● Contribute to the success of the team and help foster team spirit through a collaborative and co-operative approach to work. ● Completing routine administrative tasks promptly and accurately. ● Proactively and skilfully manage the complex relationships between the group, information owners, internal and external customers and various stakeholders. ● Liaise with, and build effective relationships with colleagues and integrate work with other teams across the IT Unit as appropriate. ● Interface with external organisations/groups related to Service Desk and Customer Services.
Health & Safety	<ul style="list-style-type: none"> ● Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> ● Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> ● Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Service Desk	Report to
IT Service Operations Team	Peer & collaborative relationships.
Leaders and staff in IT Unit	Support to, and collaborate with
Other Council Managers and staff	Provide support and advice
External	Nature of the Relationship
Contractors and service providers	Client/contractor
Other local authorities	Support and advice

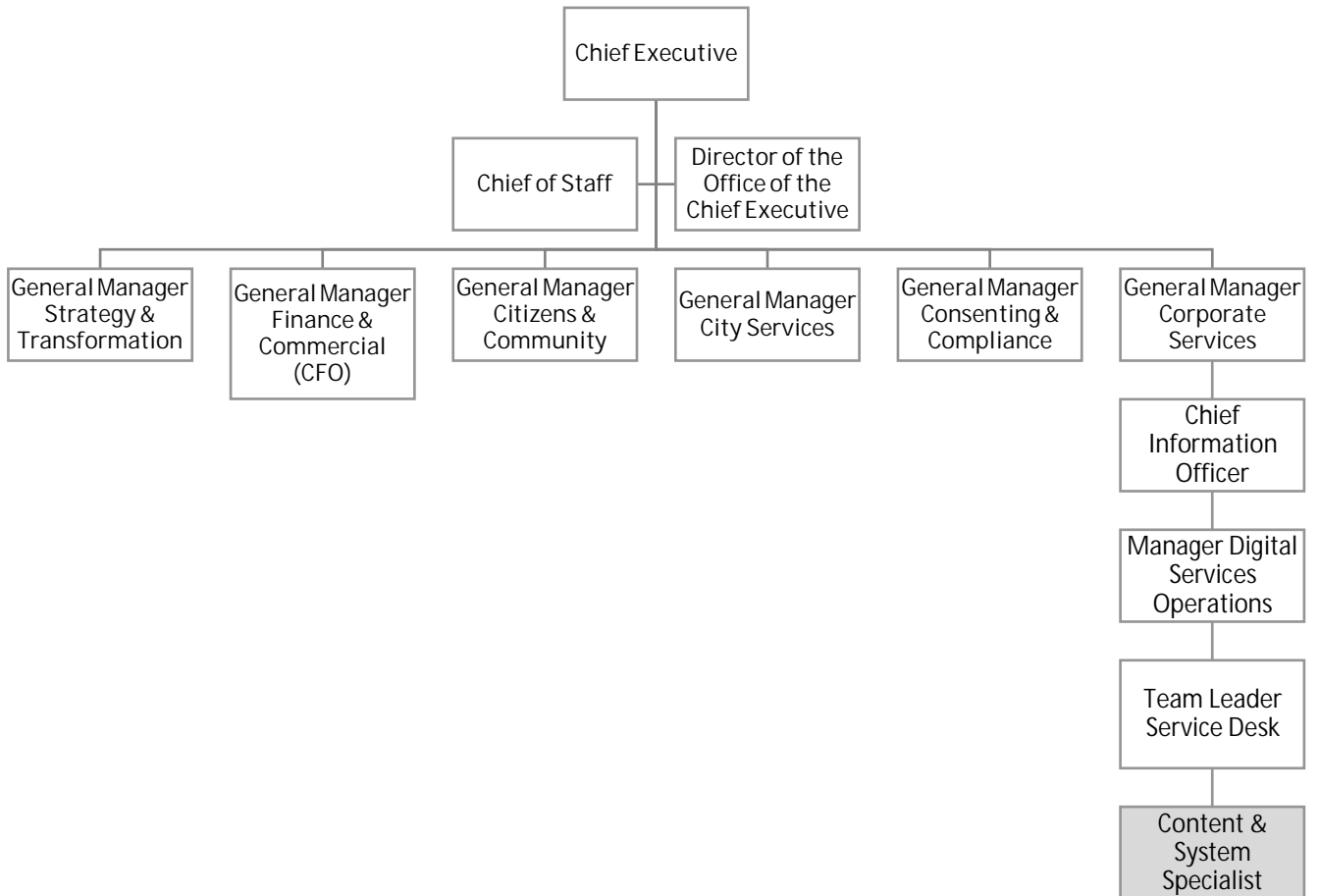
Formal Qualifications and Training	Required	Desirable
A degree in Information Technology, Computer Science, or other relevant discipline, or evidence of ability to work at that level.	✓	
Training or Qualification in writing styles	✓	
ITIL Foundation Certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least 3 years in IT environment, with experience in development of technical documents and knowledge articles with a focus for the end-user i.e. understanding language appropriate for audience, user experience and knowledge management.	✓	
At least 3 years supporting and administrating IT Service Management system or Help Centre for software	✓	
Have excellent, proven Microsoft Office tools skills.	✓	
Experience with developing and promoting documentation standards.	✓	
A high level of technical skills and experience, and be willing to continue learning in a rapidly evolving environment	✓	
Experience with video recording and editing tools for creating end-user support content.		✓
Experience with creating and designing E-learning		✓
Previous experience in designing workflow for automation		✓
Proven experience in defining and deploying 'to be' best practice ITSM processes and in identifying solutions from a people, process and technology perspective		✓
Knowledge over best practice in User Experience for help centres or IT Service Management systems		✓
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> Is a role model for customer service excellence. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> Can be counted on to achieve goals successfully and safely. Monitors own progress and is willing to try different approaches in order to be successful. Is proactive in highlighting barriers which affect the delivery of services/results Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. Asks others for their ideas and input. Helps others willingly and is willing to accept help. Gets to know people outside of their own team. 	✓	
<p>Learning & Growth</p> <ul style="list-style-type: none"> Ensures skills and knowledge for current role are maintained and improved. Takes opportunities to share their knowledge with colleagues. Seeks new challenges and opportunities to learn. Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Cyber Security Programme Manager	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Assurance	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: January 2020

Purpose of the position:

- This role is responsible for developing and implementing the Council's IT Cyber Security Strategy. The role will operate independently and as part of a team to ensure our software, hardware, and related components are protected from cyber-attacks as well as ensuring operational compliance to cyber security standards and regulations together with driving the implementation and maintenance of the IT Business continuity Plan (BCP)
- This position is also responsible for providing dedicated quality management and assurance support to both projects and operational teams and to support the goal of establishing a best practice Cyber Security, IT Quality and IT Business Continuity practice, continuous improvement framework and process improvement opportunities across the Information Technology (IT) Unit.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Cyber Security Programme

- Develop a Security roadmap (covering current and future states) which addresses all levels of the agreed framework.
- Develop the Cyber Security maturity improvement work programme.
- Delivery of programme initiatives to increase maturity to agreed targets.
- Ensure best practice operational security monitoring and reporting are in place.
- When appropriate, work with specialist security providers to support security improvement programme, operational security monitoring, and incident management.
- Work closely with the Risk and Audit team on Cyber Security reporting, and risk management. Be the main interface between the IT Unit and the organisational functions of risk, performance, and external audit.
- Broker independent security audits for project, platform, and services.

Key Areas Of Accountability

<p>Cyber Security Operations</p>	<ul style="list-style-type: none"> • Managing the daily operation and implementation of the IT security strategy • Conducting a continuous assessment of current IT security practices and systems and identifying areas for improvement • Running security audits and risk assessments • Delivering new security technology approaches and implementing next generation solutions • Ensuring compliance and governance is met • Driving change projects and building new IT capabilities • Developing and implementing business continuity plans to ensure service is continuous when a change programme is introduced or a security breach occurs or in the event that the disaster recovery plan needs to be triggered • Protecting the intellectual property of the organisation at all times • Devising strategies and implementing IT solutions to minimise the risk of cyber-attacks • Reviewing, analysing and delivering information • Communicating digital programmes and strategy to a range of stakeholders • Managing the IT security budget and communicating this with the appropriate parties • Lead the Cyber Security Programme, including monitoring of operational adherence, security incident and operational management. Providing expertise on cybersecurity protection, detection, response, and recovery. • Create and implement a strategy for the deployment of information security technologies • Perform IT security risk assessments and reporting on ways to minimise threats • Monitor security vulnerabilities and hacking threats in network and host systems • Track latest IT security innovations and keeping abreast of latest cyber security technologies. Evaluating and implementing new technology • Communicating with key stakeholders about IT security threats • Provide cyber security expertise advise across all IT relevant teams • Manage security vendors and consultants. Evaluating vendor risk, examining vendor contracts or terms of service, helping different teams around the organisation understand third-party risk and data privacy issues.
<p>IT Quality Practice Management</p>	<ul style="list-style-type: none"> • Define and develop the Cyber Security Quality and Continuity practice, including skill and capability development within the Information Technology Unit. • Provide leadership and direction across the practice by implementing process improvement standards. • Provide input into a training and a development programme to develop Quality Management and IT skills and knowledge. • Bridge the gap between the business and IT by bringing knowledge and experience across people, process and systems. • Champion an environment of continuous improvement against industry and best practice to support the unit objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Provides advice, coaching, guidance and expertise to promote adoption of methods and tools and adherence to policies and standards.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Assists in the development of new or improved practices and organisational processes, policies and standards. Facilitates localised improvements to the quality system or services Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels.
IT Business Continuity Planning	<ul style="list-style-type: none"> Drive the implementation and maintenance of the IT Business continuity planning (BCP). Support IT managers defining any and all risks that can affect the Information Technology Unit operations, making it an important part of the organization's risk management strategy. Provide advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards. Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis. Investigates major breaches of security, and recommends appropriate control improvements. Development of information security policy, standards and guidelines. Determining how those risks will affect operations. Implementing safeguards and procedures to mitigate the risks. Testing procedures to ensure they work. Reviewing the process to make sure that it is up to date
Relationship Management	<ul style="list-style-type: none"> Develop and maintain effective relationships and communication with peers, managers within the IT unit and the rest of the Council to foster collaborative leadership. Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives. Lead and instil a culture of customer focused thinking and operating within the Unit. Manage suppliers to meet key performance indicators and agreed targets. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts. Manages risks associated with information security, continuity and integrity of supply. Work collaboratively with peers to ensure that decisions are made with the customer in mind.
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing Cyber Security Programme budget of \$500,000 annually.
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship

Manager Digital Assurance	Reports to
Managers and leaders in the IT Unit	Provide advice to, collaborate, advice, influence
IT Unit staff	Collaboration, leadership, mentoring and advice
Senior Business Leaders / Managers	Advise and Consult
External	Nature of the Relationship
Customers	Provide advice as an escalation point as required
IT Vendors and External Service Providers	Liaise, manage performance and collaborate (service delivery, standards, policies)
Central Government, Local Government (ALGIM and other Local Authorities) E-Government	Liaise, contribute and influence

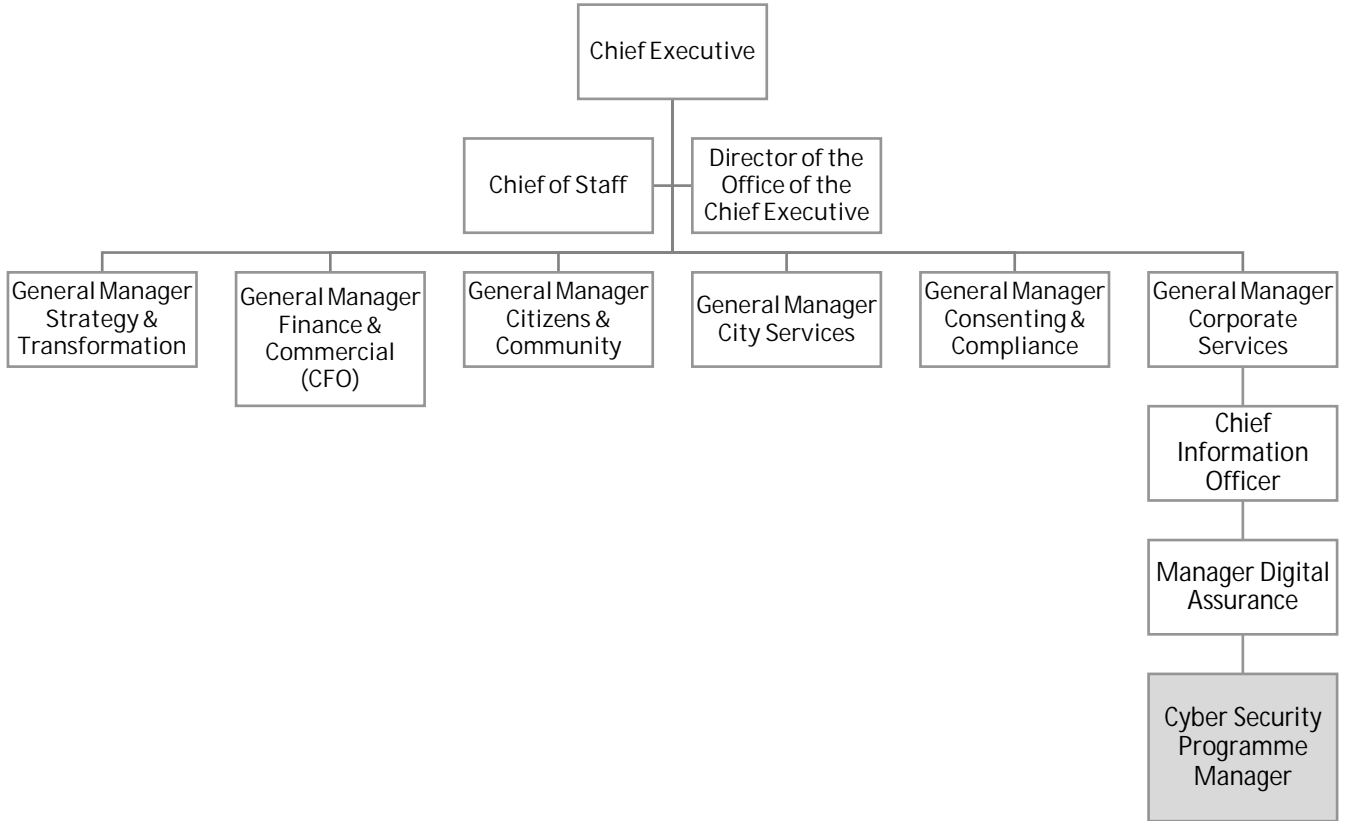
Formal Qualifications and Training	Required	Desirable
IT professional qualification as Degree in Cyber Security or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	
Current certification as a Professional Cloud Solutions Architect (PCSA), Certified Ethical Hacker (CEH), Certified Information Systems Security Professional (CISSP) and/or other related certifications	✓	
Professional security management certification, such as a Certified Information Systems Security Professional (CISSP), Certified Information Security Manager (CISM), Certified Information Systems Auditor (CISA)	✓	
ITIL Foundation Certificate		✓
COBIT Foundation Certificate		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 12 years' experience in an IT role with experience in Cyber Security	✓	
Experience leading a Business Continuity Plan for an organization and Information Technology with proven IT security experience		✓
Experience in ITIL Process Management	✓	
Proven domain experience in Cyber Security solution design	✓	
Experience in leading process improvement within IT environment	✓	
Strong stakeholder management and relationship building skills	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Strong IT skills including knowledge on hardware, software, networks, and data centres	✓	
Forensic approach to challenges	✓	
Ability to think like a hacker and anticipate hacker moves	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Partnership & Consultation</p> <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Data Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide support to the business units and teams within the Council by designing, developing, and implementing business solutions to meet the business' data and geospatial requirements.

To enable this you will be required to produce and maintain high quality, customer responsive, geospatial, graphical and textural data in a timely manner and to enable the provision of electronic access to the resulting information products by internal and external customers.

This position has a significant data management component, which requires compliance with the Council's data management policy and relevant legislation, which may result in providing a leadership role for data management practices across the organisation.

Key areas of responsibility include:

- Creating and analysing views, triggers, and stored procedures using SQL programming language from data sourced from multiple corporate systems
- Designing and creating specialized reports and analysis of geospatial data using custom Geographic Information Systems tools
- Designing relational databases and data models using SQL and PowerDesigner
- Troubleshooting and correcting data problems by using SQL programming language and GIS tools in conjunction with each other
- Interfacing with business and functional analysts to ensure the proper integration of business processes and procedures to information technology
- Assisting in defining technical requirements for on-going systems maintenance and future functionality
- Providing technical support to users on matters related to data structure, data management, GIS and SQL scripts developed to perform data maintenance or management functions.
- Training and coaching customers and enabling self-service.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis Design and Reporting	<ul style="list-style-type: none"> • Work with customers, business and functional analysts to translate requirements into technical specifications • Assist colleagues, and team leader to ensure the functional specification meets the business need; and that the technical specification is in-line with Council solution architecture and data governance policy. • Analyse corporate data in response to customer requests • Create specialized reports and analysis of geospatial data using custom Geographic Information Systems tools. • Assist customers in defining their analysis and reporting requirements and ensure that the most appropriate tool is selected for the job • Define and document analysis and reporting processes • Scope and estimate work effort based on functional specification. • Offer innovative alternative solutions where needed • Generate reports, both graphical and textual, from corporate systems in response to customer requests
Data Management	<ul style="list-style-type: none"> • Deal with customer queries with regard to data accuracy, data usage and data integrity (this requires a thorough understanding of core data and the relevant legislation to which the management and usage of this data applies.) • Testing core systems to ensure data integrity is maintained • Creation of test plans and managing of defects. • Monitoring and documenting the teams processes and relationships to ensure effective data management • Provide quality, cost effective and timely data maintenance on behalf of internal and external customers including both graphical and textual data • Involvement in the development and testing of new products and strategies that move the organisation forward in terms of data management (e.g. case tools, public works, GIS tools and add-ons) • Assist with development and maintenance of Master data guidelines as required • Assist with development and maintenance of Data Modelling Policy as required
Development	<ul style="list-style-type: none"> • Develop data models using Council methodologies. • Design and creation of views, triggers, and stored procedures using SQL programming language from data sourced from multiple corporate systems • Provide technical documentation to enable the support of development work • Design, test and implement systems and processes to ensure Corporate Systems meet quality standards
Support	<ul style="list-style-type: none"> • Provide well researched and appropriate technical advice to customers and team members as required • Analyse and solve a wide variety of data related incidents using research tools such as internal knowledge base, internet, user groups and co-workers as appropriate • Maintain ownership of incidents through to closure and monitor the status and progress of all escalated incidents
Training	<ul style="list-style-type: none"> • Provide support and training to users of the Council's core data • Provide support and training to users of GIS tools, reporting and data management across the organisation.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Provide on the job support and training to new staff members of the Information Management Team
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader	Reports to
Senior Data Analyst	Receive technical advice and mentoring
IT Staff	Service partners Cross-skilling and sharing of knowledge and experience
Other Council Staff	Provision of products and services. Provision of technical advice, coaching, support and mentoring. Collaboration across the width of Council activities over data projects and initiatives as required.
External	Nature of the Relationship
External customers e.g. consultants, external Council service providers	Provision of Products and Services Use of user groups and other networks to keep up to date with advances in geospatial technology and processes.

Formal Qualifications and Training	Required	Desirable
Minimum of bachelor's level qualification in computer science, information science, or related field	✓	

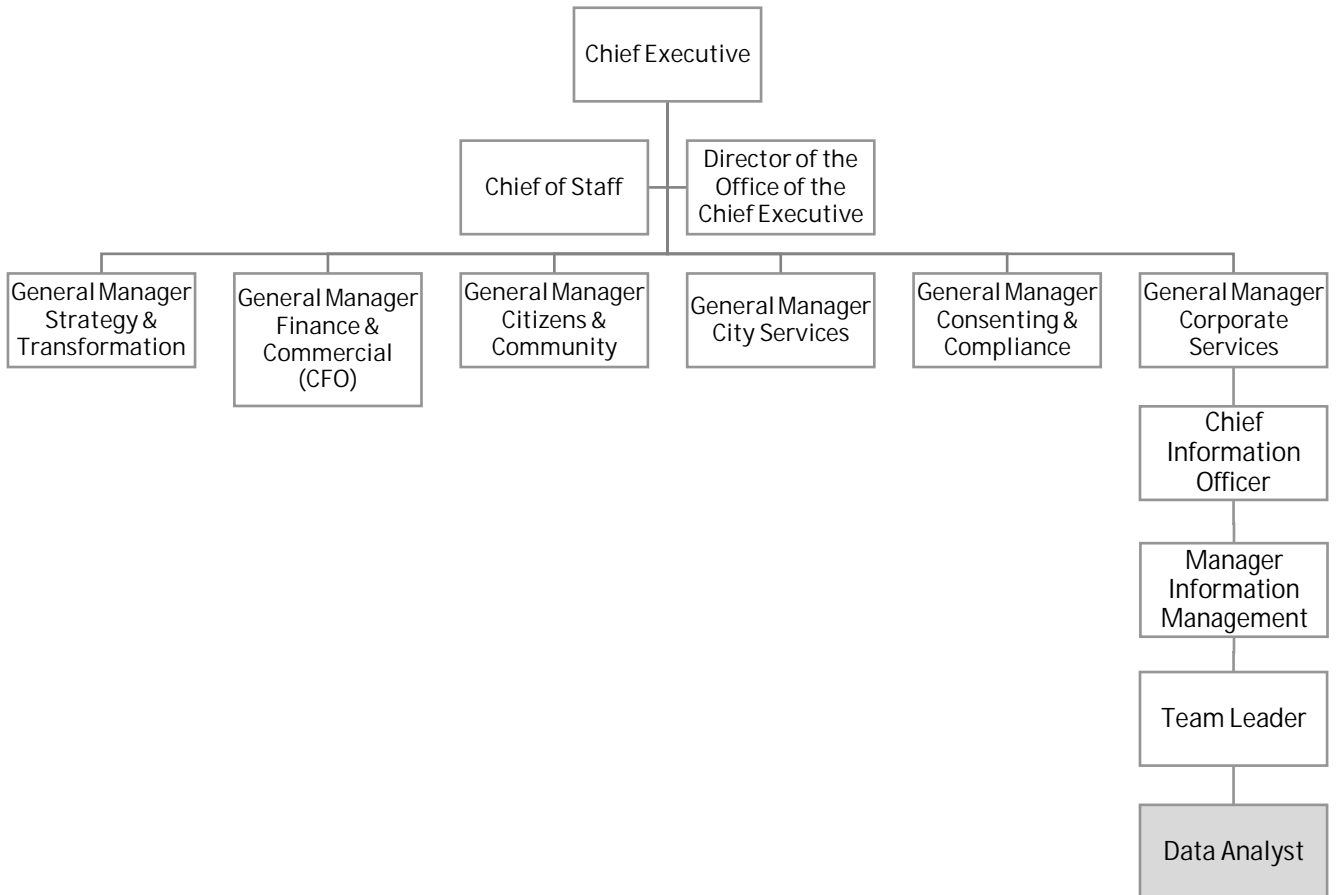
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 5 years' experience in a related role which included three or more of the following (or similar) applications: GIS (Geomedia), Asset Management Systems (SAP), SQL, PowerDesigner	✓	
Minimum of 3 years' experience in Data Management	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A working knowledge of key local government legislation and its applicability to the maintenance, management and reporting of data and information		✓
Principles and techniques of systems analysis, design and testing	✓	
Principles of program documentation	✓	
Develop test data and analyse problems in corporate data systems	✓	
Express difficult and complex concepts clearly and concisely both orally and in writing	✓	
Write clear and logical documentation	✓	
Learn the characteristics of new systems and update skills to adapt to changing technology	✓	
An understanding of all data sets maintained by the Data Management and Maintenance Team and an awareness of their various applications		✓
Attention to detail and advanced analytical skills	✓	
Experience in the documentation of policies, procedures and processes	✓	
Experience in training and presentation delivery	✓	
A working knowledge of the Council's Data Management Policy and its applicability to the maintenance, management and reporting of data/information		✓
Ability to recognise the potential impact on the organisation of an individual work request	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. <p>Gets to know people outside of their own team.</p>	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Understanding Council</p> <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 		
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Data Technician	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Data Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide support to the business units and teams within the Council by maintaining business solutions to meet the business' data and geospatial requirements.

To enable this you will be required to produce and maintain high quality, customer responsive, geospatial, graphical and textural data in a timely manner and to enable the provision of electronic access to the resulting information products by internal and external customers.

This position has a data management component, which requires compliance with the Council's data management policy and relevant legislation, which may result in providing a leadership role for data management practices across the organisation.

Key areas of responsibility include;

- Deal with customer queries with regard to data accuracy, data usage and data integrity
- Use of SAP and GIS to maintain data
- Testing core systems to ensure data integrity is maintained
- Generate reports, both graphical and textual, from corporate systems in response to customer requests
- Analyse corporate data in response to customer requests
- Code simple reports using SQL programming language from data sourced from corporate systems
- Creating specialized reports and analysis of geospatial data using custom Geographic Information Systems tools

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Data Management	<ul style="list-style-type: none"> Deal with customer queries with regard to data accuracy, data usage and data integrity (this requires a thorough understanding of core data and the relevant legislation to which the management and usage of this data applies.) Testing core systems to ensure data integrity is maintained
Analysis Design and Reporting	<ul style="list-style-type: none"> Provide quality, cost effective and timely data maintenance on behalf of internal and external customers including both graphical and textual data Assist with development and maintenance of Master data guidelines as required Assist with development and maintenance of Data Modelling Policy as required
Development	<ul style="list-style-type: none"> Code simple reports using SQL programming language from data sourced from corporate systems Provide technical documentation to enable the support of development work Assist with the design, test and implementation of systems and processes to ensure Corporate Systems meet quality standards
Support	<ul style="list-style-type: none"> Provide well researched and appropriate technical advice as required Analyse and solve a wide variety of data related incidents using research tools such as internal knowledge base, internet, user groups and co-workers as appropriate Maintain ownership of incidents through to closure and monitor the status and progress of all escalated incidents
Training	<ul style="list-style-type: none"> Provide support and training to users of the Council's core data Provide on the job support and training to new staff members of the Team
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Data Management	Reports to
Senior Data Analyst	Receive technical advice and mentoring.
IT	Service Partners. Cross-skilling and sharing of knowledge and experience.
Other Council Staff	Provision of products and services. Provision of technical advice, coaching, support and mentoring.

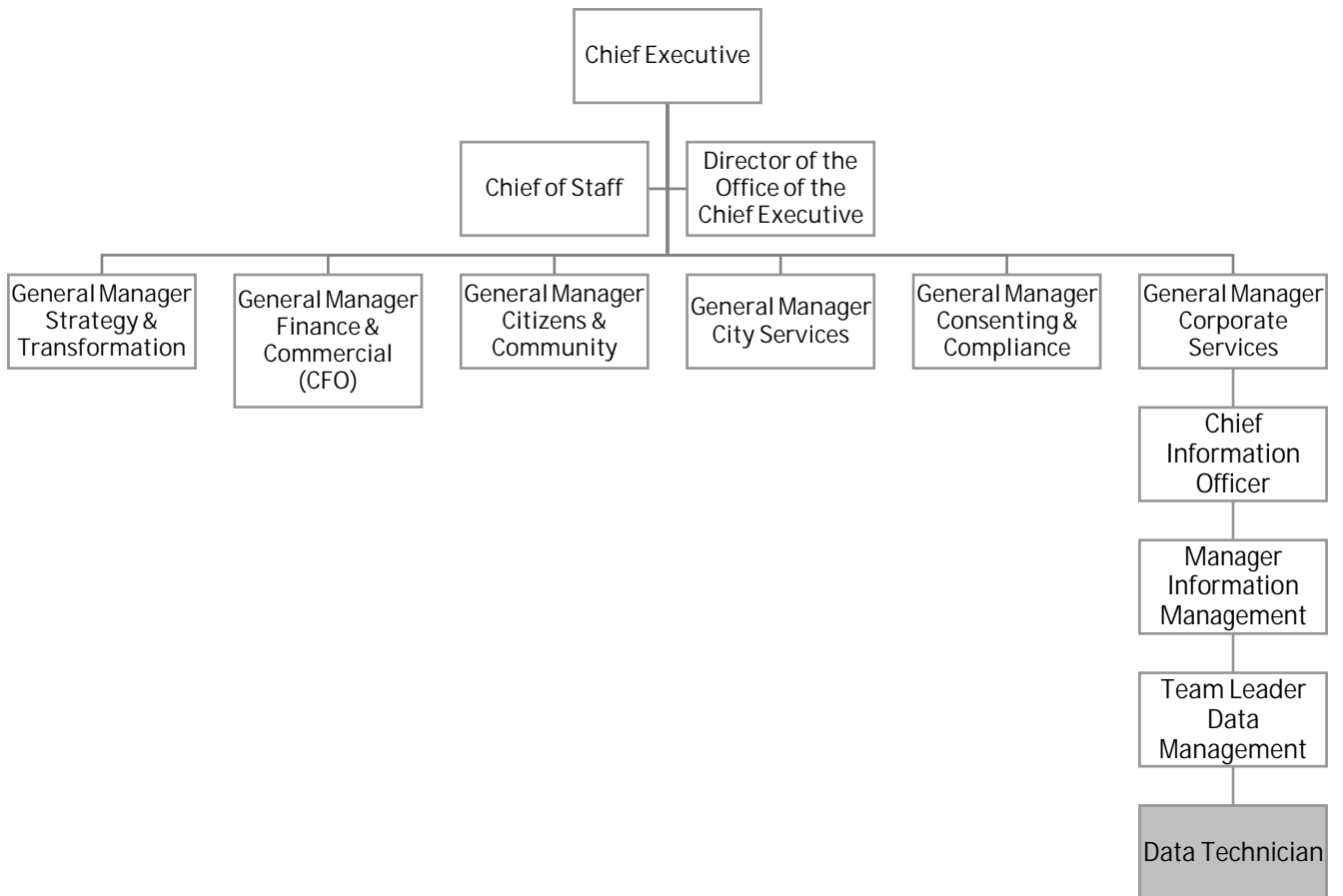
	Collaboration across the width of Council activities over data projects and initiatives as required.
External	Nature of the Relationship
External customers e.g. consultants, external Council service providers	Provision of Products and Services.

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Cartographic and data presentation skills	✓	
Learn the characteristics of new systems and update skills to adapt to changing technology	✓	
An understanding of all data sets maintained by the Information Services Team and an awareness of their various applications	✓	
Write clear and logical program documentation	✓	
Attention to detail and sound analytical skills	✓	
Experience in the documentation of policies, procedures and processes		✓
Experience in training and presentation delivery		✓
An awareness of the Council's Data Management Policy and its applicability to the maintenance, management and reporting of data/information		✓
Ability to recognise the potential impact on the organisation of an individual work request	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. <p>Gets to know people outside of their own team.</p>	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Understanding Council</p> <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 		
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Channels Advisor	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Customer Experience Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- Develop, design and maintain user focussed content and online engagement products that are based on user needs and reflect best practice in digital communication.
- Develop and manage relationships with Digital Channel stakeholders to help develop user focussed digital products, information and services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Content Design and Management	<ul style="list-style-type: none"> • Advise and lead business units on content design, information architecture, user experience for online and engagement initiatives. • Provide day-to-day content management of our suite of online products and offerings. • Identify ways to continually improve our online content and to interactively improve our products. • Advise, scope, edit, commission and publish digital content across all channels (web, mobile, social media). • Develop wireframes and process maps to identify and demonstrate user journeys and customer-centric design. • Evaluate and report to the business the impact of online activity and engagement initiatives making good use of available monitoring and analytics tools. • Liaise with technical staff on developments, changes, risks and issues. • Provide training and support to relevant business units to ensure the best use of online channels. • Contribute to digital and online engagement strategy and approach.
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Key Areas Of Accountability	
Digital Engagement	<ul style="list-style-type: none"> • Provide advice and guidance on best use of communication channels to achieve engagement. • Design and implement the delivery of digital engagement campaigns and initiatives. • Identify ways to improve online engagement and work with the business and Digital Channel and Customer team to implement.
Relationship Management	<ul style="list-style-type: none"> • Manage relationships with the business to ensure content is user-focused, accurate and accessible. • Communicate web capability to users and stakeholders, ensuring that the web is an integral component of the Council's internal and external communications initiatives. • Liaise and coordinate with partner, supplier and third party organisations.
Customer Focus	<ul style="list-style-type: none"> • Provide a level of ownership and accountability for the customer experience. • Proactively look for opportunities to improve the end-to-end process of the IT Unit. • Work collaboratively with stakeholders to ensure that operational decisions are made with the customer in mind. • Build and sustain effective working relationships with Council staff, internal stakeholders and external stakeholders. • Provide advice to relevant Managers on strategic communications and web projects.
Strategic Relationships	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with relevant council staff • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Customer Experience Platform	Reports to
Team members	Peers - collaborate, advise, liaise
Corporate Services Heads of Units, Managers, and Team members	Liaise with, provide information and support
Staff at all levels within the organisation	Liaise with and provide information

External	Nature of the Relationship
Council external service providers	Client
Council partners	Collaborate and work with to deliver to the Council's external web presence.
Stakeholder groups (including: businesses, community groups, residents, residents associations, ethnic groups, non-government and government organisations), the media	Collaborate and work with to deliver to the Council's external web presence.
Governmental Agencies	Partnership / Networking

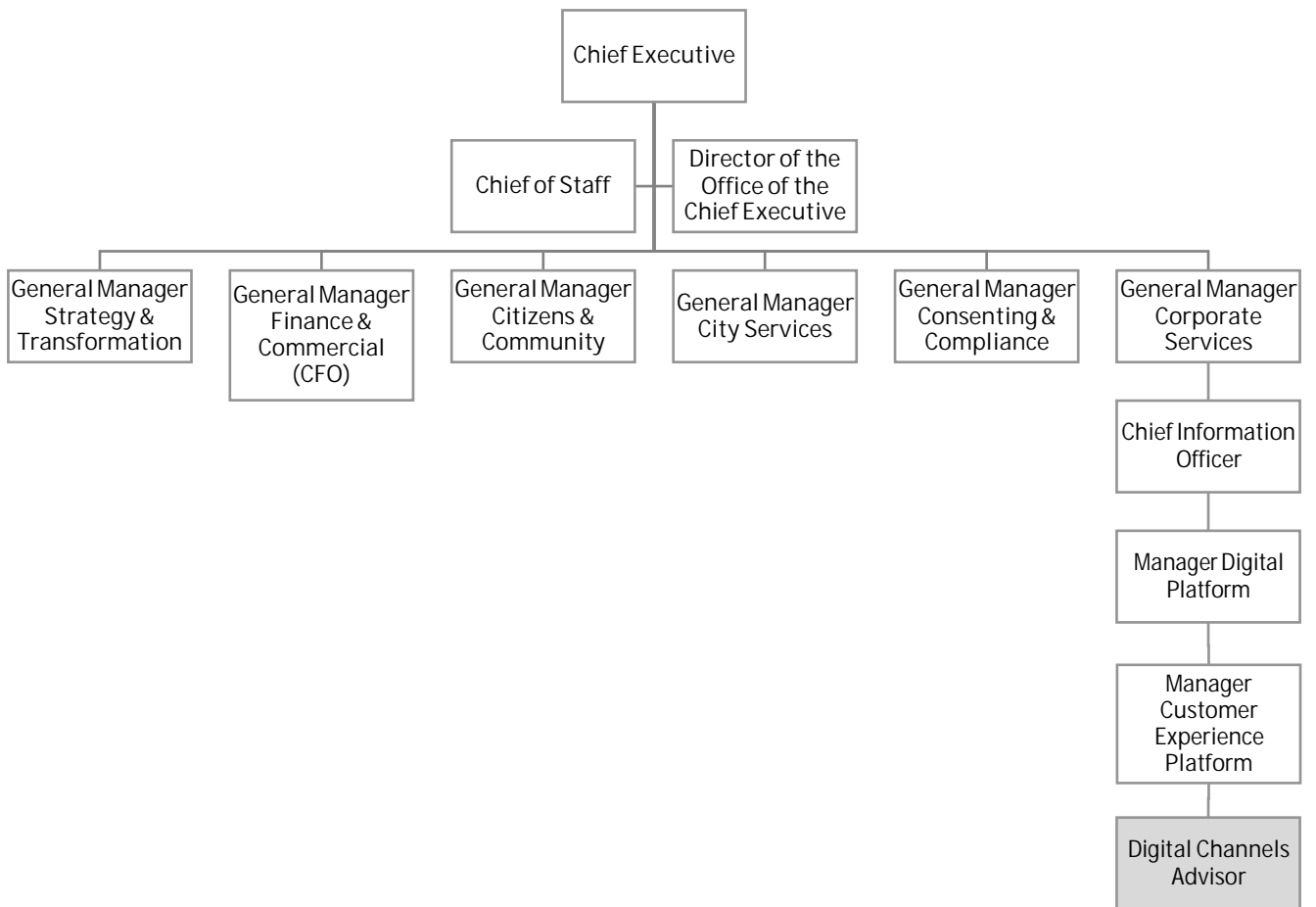
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in communications, journalism or marketing; or equivalent experience.	✓	
A current New Zealand drivers licence	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 5 years proven experience in online engagement and content management	✓	
Significant experience in a web-related discipline: design, content management, consultancy and user experience within a complex organisation	✓	
A strong business focus and customer service ethic.	✓	
Ability to communicate well with both internal and external stakeholders.	✓	
Clear understanding and appreciation of the online as a communications and engagement channel.	✓	
High level of oral and written communications skills.	✓	
Ability to present effectively	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Partnerships and Consultation <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Library Web Content Lead	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Library Web	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Digital Library Web Content Lead works with the web team and web contributors from across the library network to plan and manage the development of content for Christchurch City Libraries websites. The post holder also develops, creates and maintains content.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Managing Content from Content Contributors	<ul style="list-style-type: none"> • Supports contributors, both internal (staff) and external (customers), in identifying and making content contributions. • Assesses the suitability of material for our websites. • Contributes to the development and delivery of professional development workshops for content contributors. • Develops and delivers scheduled training in Web activities to the public and staff. • Assists with planning and implementing areas of the web-publishing plan.
Creating and Publishing Content	<ul style="list-style-type: none"> • Researches, writes, records and publishes high quality content for library websites and other resources including social media in an efficient manner. • Reviews and edits content across our sites, including blogs, to ensure writing and content quality standards are met.
Maintenance and Development	<ul style="list-style-type: none"> • Maintains and develops content using a variety of tools and systems including website management tools.
Communication and Promotion	<ul style="list-style-type: none"> • Actively promotes our website, blogs, and community information to staff and public using a variety of mediums including social media. • Assists with planning and implements promotional activity in accordance with the Digital Library Strategy.

Key Areas Of Accountability	
Team Membership	<ul style="list-style-type: none"> • Is committed to contributing to Council bicultural environment. • Empowers, motivates and develops others in order to achieve business unit, group and organisational goals. • Pro-actively contributes to the development of the Digital Library Projects Team and to IT and Council business targets and goals.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Digital Library Web	Reports to
Editor Digital Library Web	Liaison, receives editorial direction.
Digital Library Web Specialist	Liaison, receives technical guidance
Digital Library Web Team	Liaison, receives technical guidance
Colleagues producing content	Liaison, provides guidance on writing, establishes deadlines
Library Unit	Promotion and training
IT Colleagues	Liaison, collaboration
Council Colleagues	Collaboration opportunities Promotion and training
External	Nature of the Relationship
Library customers, individuals, groups and organisations in the community.	Promotion and training

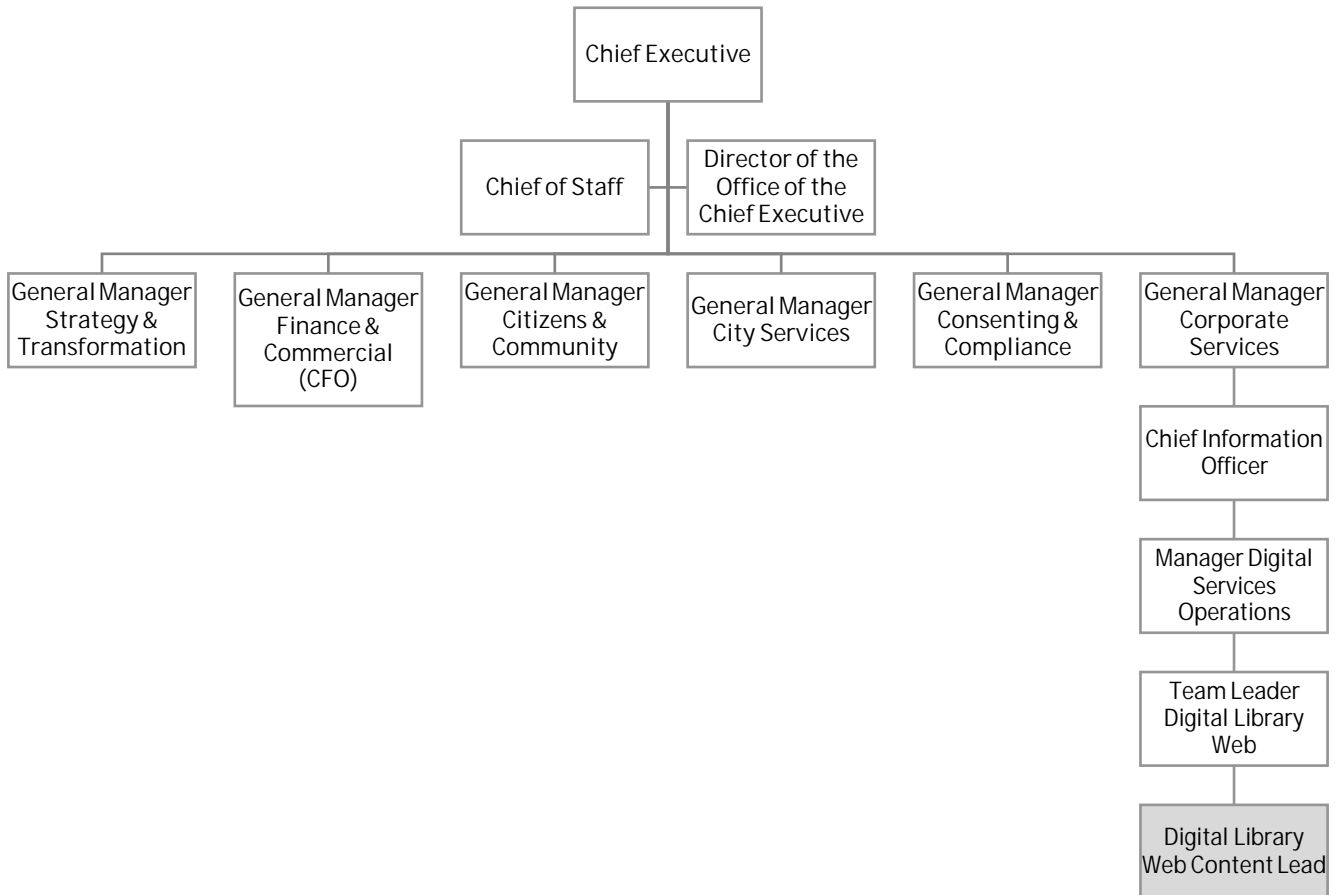
Formal Qualifications and Training	Required	Desirable
University Degree or other equivalent tertiary qualification or experience involving creative and communication writing or library/information management	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of 3 years' experience in writing and producing content, including online content, in a journalistic or creative role	✓	
Understanding and experience in writing for the web	✓	
Understanding of HTML principles and the use of web development tools	✓	
Proven written communication skills and experience including the ability to proactively identify and write original material to present business and non-business information to a range of audience groupings	✓	
A working understanding of library and information services and the role of digital content within libraries	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> Acknowledges others progress and success; giving feedback and credit where it's due. 		
<p>Partnerships and Consultation</p> <ul style="list-style-type: none"> Builds positive relationships with stakeholders to encourage involvement. Actively listens in order to understand stakeholder needs. Welcomes and positively explores differences of opinion; open to changing own point of view. Stays calm in the face of challenging or emotive situations. Understands how to engage with Maori and can do so with confidence. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Library Web Systems Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Library Web	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Digital Library Web Team Systems Analyst

- Carries out business and system analysis, design and administration;
- Provides technical leadership and technical support to other staff;
- Creates and maintains instructional content.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis, Design and Administration	<ul style="list-style-type: none"> • Works collaboratively to identify risks and develop improvements to business processes and system functions. • Develops systems integration solutions using information management tools, usability principles and industry standards. • Contributes to the ongoing development of the design and functionality of library web and intranet sites, with a clear focus on usability. • Determines testing standards required for enhancing usability, designs test scripts and observes usability testing. • Develops and documents processes, procedures and guidelines for database and website maintenance and development. • Is a system administrator for intranet content management systems, and community information databases. • Participates in network-wide planning and projects and implementing outcomes. • Manages the production of quarterly emails to all library members.
Training, Advice and Support	<ul style="list-style-type: none"> • Promotes online community information to community groups and colleagues. • Provides well-researched and appropriate technical advice to colleagues.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develops and delivers training to colleagues and community groups and occasionally delivers technology training to the public.
Online Content	<ul style="list-style-type: none"> • Researches, writes, and publishes high quality instructional content for library websites and other resources, as determined by editorial and team requirements. • Carries out changes and updates to existing content. • Contributes to the production and delivery of the annual publication plan detailing content development and publishing on a monthly cycle. • Takes responsibility for planning and implementing areas of the publication plan relating to own work.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Digital Library Web	Reports to
Digital Library Web Team Members	Collaborates with members of the Digital Library Web & Services; provides and receives technical advice, and works with team members to plan and complete tasks.
Colleagues producing content	Provides technical support, advice and training to colleagues producing content.
IT	Collaborates with IT staff; receives and provides technical guidance, works with team members to plan and complete tasks
Council Colleagues	Collaborates with colleagues across the council; promotes our services and provides training.
External	Nature of the Relationship
Library customers, individuals, groups and organisations in the community	Networks with library customers, individuals, groups and organisations in the community; promotes council services and offers training.

Formal Qualifications and Training	Required	Desirable
Degree level qualification or equivalent experience in information systems	✓	

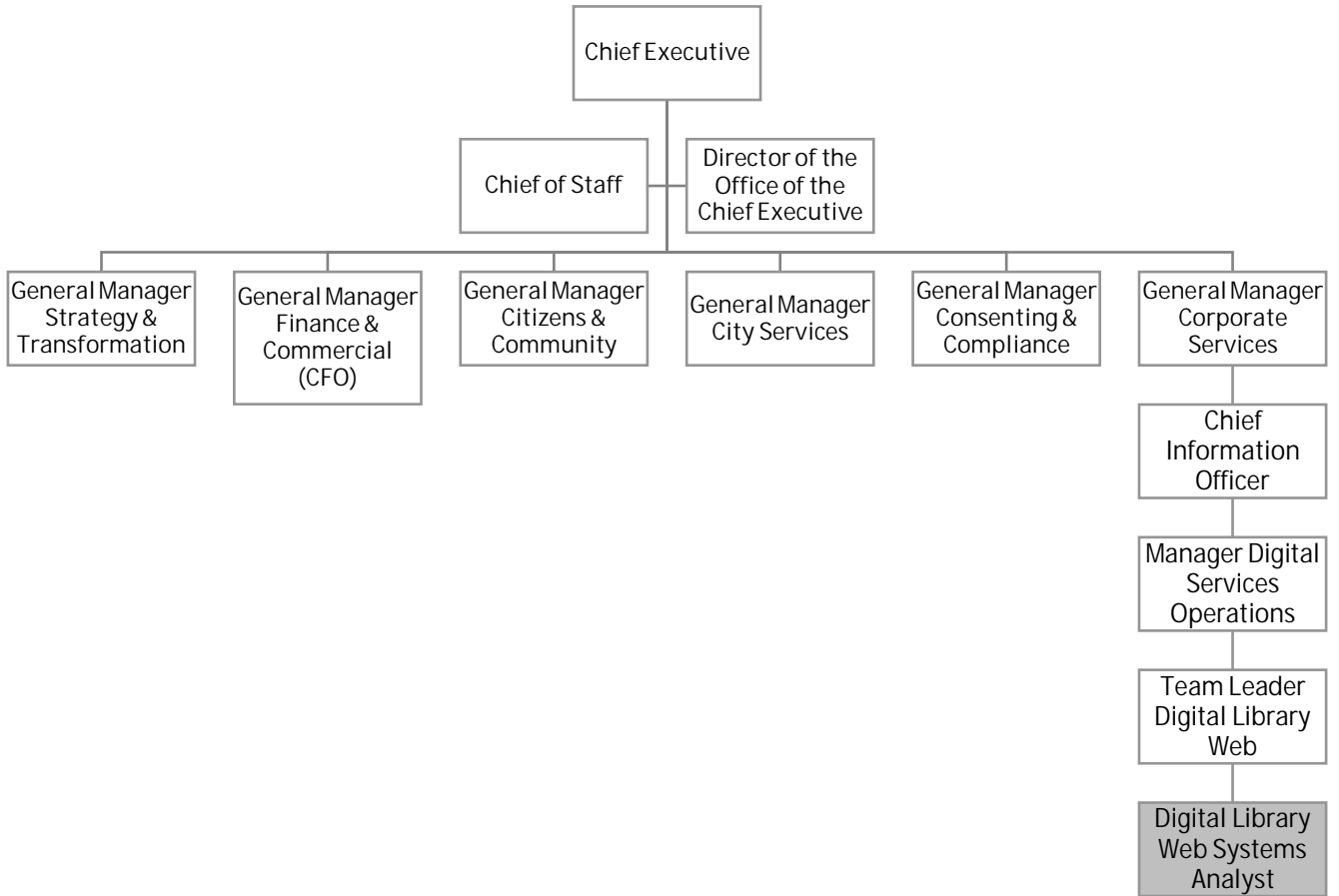
ITIL Foundation	✓	
Graduate Diploma in Information Design		✓
Library qualification(s) at post-graduate level e.g. MLIS or equivalent		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum five years' work experience in a similar information systems or related role.	✓	
Understanding and experience of information management hierarchies.	✓	
Analytical thinking skills with the ability to build use case scenarios, to develop findings into formal user requirement specifications, and carry out gap analyses.	✓	
Experience in coding and scripting languages	✓	
An understanding of usability heuristics and experience in system and user testing.	✓	
System Administration skills including a working knowledge of server configuration and active directory.	✓	
Able to develop instructional and help systems using Adobe RoboHelp or similar.		✓
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Partnerships and Consultation <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Considers their audience and adapts their communication accordingly. 		
<p>Understanding Council</p> <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Services Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Library Systems Support	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Digital Services Engineer position exists to research, configure, coordinate and implement the installation of desktop and server based deployment products across the network.

The position will provide:

- Specialist support services including access control, testing, documentation and administration of PC builds and images.
- 2nd/3rd level support services including problem management, investigating and analysing the root causes of incidents and initiating any changes to internal processes, procedure or infrastructure to resolve underlying problems or provide a workaround.
- Continual improvement of processes, procedures and documentation with the aim of providing predictable & repeatable automated PC deployment systems.
- Support and leadership of the Team members in the absence of the Team Leader

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Proactively work with library and IT staff to understand their business needs • Assist the Projects Team in evaluation and recommendations of technology options • Analysis, design, definition and documentation of the standard images used within the library • Scope and estimate work effort to deliver desktop solutions based on technical specification and detailed design • Suggest/recommend improvements in PC deployment policy & practices • Ensure all processes in the analysis and design activity is delivered in accordance with industry best practice
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Regular reviews of the multiple desktop images with reference to business needs • Work with Network Engineers in IT on scope & capacity planning for the library networks
Development	<ul style="list-style-type: none"> • Development and documentation of the standard PC images & image hierarchy for the various types of PCs within the library environment • Developing proposals for new and/or improved services in discussion with the Team Leader and library staff and taking action as agreed • Development of deployment packages utilising version control tools and techniques (e.g. Altiris/SCCM & scripting) • Maintaining/adopting server based deployment tools for proactive PC maintenance • Building and testing prototype machinery for public deployment • Planning and managing the rollout of new hardware and software to meet operational and budgeting requirements • Maintaining awareness of IT trends, new products and best practice e.g. by monitoring the external environment, reviewing literature and participating in relevant professional networks • Taking personal responsibility for professional self-development by taking up opportunities for further learning and up-skilling and sharing knowledge and skills gained with colleagues • Development of applications that support the functionality of the library PC desktops
Quality Control	<ul style="list-style-type: none"> • Contributing to the establishment of standards for software/hardware implementation procedures and performance by making recommendations and working in conjunction with the Team Leader • Producing documentation relating to implementation and performance standards and ensuring on-going currency and relevance of this • Ensuring that DLS team members are aware of documentation and that they can access the documentation • Establishing a programme for the monitoring of relevant standards and taking action as appropriate to ensure standards are maintained • Maintaining and reviewing software licensing and purchasing regimes to ensure that Christchurch City Libraries meets all its responsibilities regarding the use of software • Taking responsibility for the equipment database and user account database to ensure that they are kept current and accurate
Scheduling and Implementation	<ul style="list-style-type: none"> • Ensuring the installation of new products or new versions of software according to plan or as required by Council policies, including planning for this in conjunction with team members • Implementing software installation plans by working in conjunction with DLS Team members • Ensuring the installation, maintenance and updating of hardware according to IT Plan and budget provisions and in consultation with the team members • Ensuring customers are advised of progress relating to installations or maintenance, including negotiating new timeframes as required • Ordering resources and equipment as required to support installation programmes and the on-going maintenance of hardware and software • Suggest/recommend improvements in implementation policy and practices

Key Areas Of Accountability	
Support and Maintenance	<ul style="list-style-type: none"> • Provide 2nd and 3rd level incident and problem management assistance and leadership • Developing and organising any necessary training related to new hardware and software installations • Training other team members in the use of systems and applications on an ad hoc basis or as part of the DLS Team programme of training • Proactively work with team members to continually improve and enhance existing systems
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Library Systems Support	Reports to
Library & IT colleagues	Customer
Manager Digital Solutions	Department Manager
External	Nature of the Relationship
Library customers	Customer
External suppliers	Supplier

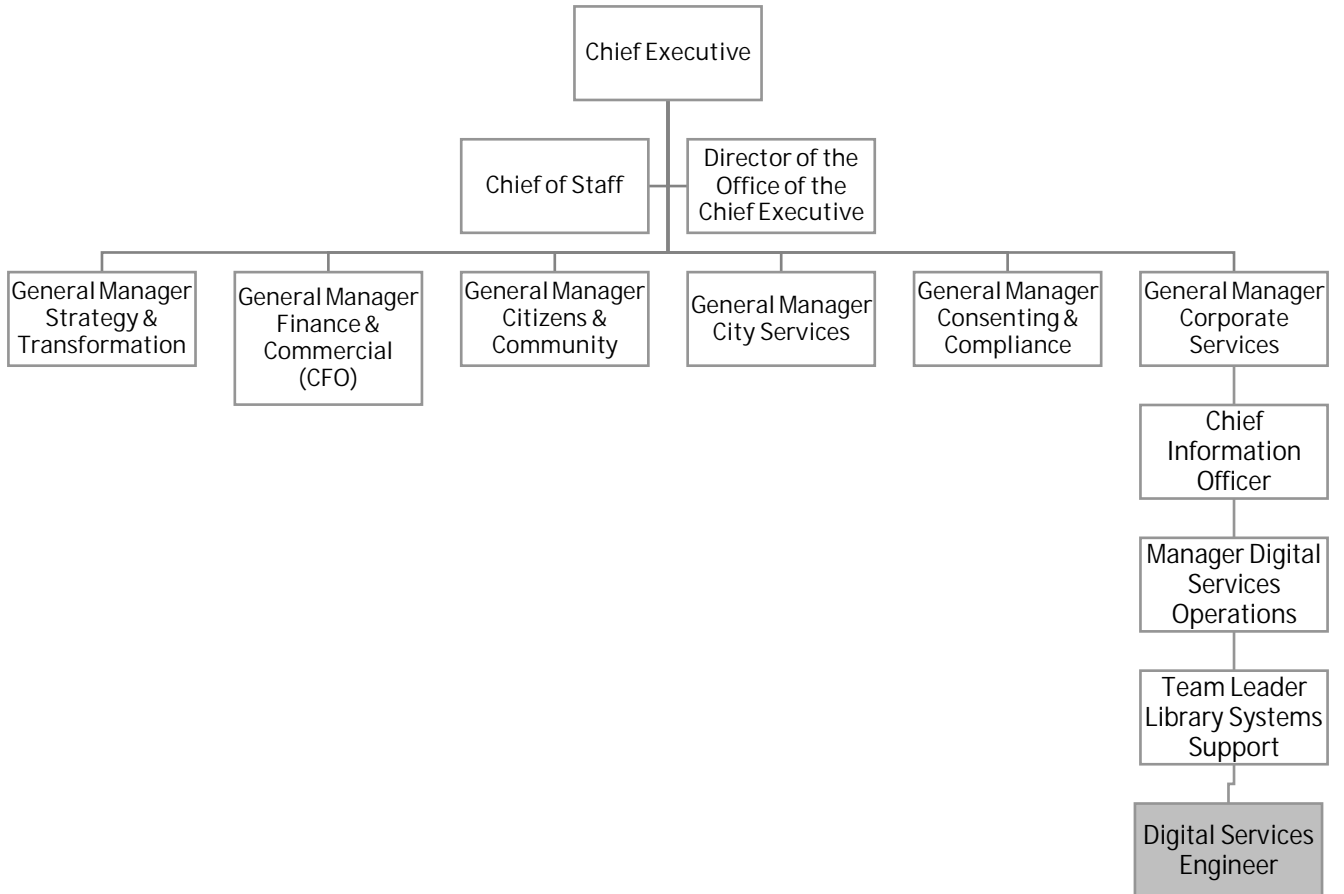
Formal Qualifications and Training	Required	Desirable
A degree in Information Technology, Computer Science or other relevant discipline, or evidence of ability to work at that level	✓	
Microsoft Certified Information Technology Professional	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
3 years' experience in setting up and installing hardware in a Windows based environment and a strong knowledge of Windows	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
3 years' experience in designing desktop PC builds, scripting and automation of software installations. Use of Microsoft deployment tools including MDT, ImageX, DISM etc.	✓	
3 years' experience in Windows Enterprise level desktop management including active directory, group policies, group policy preferences, AppLocker, App-V, anti-virus and other security tools running on Microsoft Windows Server 2008 R2 platforms	✓	
Sound general personal computer skills	✓	
Planning and Self-Management <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
Partnerships and Consultation <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Services Project Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Library Systems Support	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

To provide technical support to the teams within the Libraries & Information Unit by reviewing new and existing technologies for use within the libraries with a view to enhance the customer experience and/or reduce costs. The role requires experience in analysis, solutions research, design, testing, documentation and project implementation to enable continuous improvement of Digital Library Services. Examples include;

- Reviewing of new technologies that could enhance, replace or reduce costs in existing library systems
- Continuous infrastructure improvements (e.g. Active Directory upgrades)
- Maintenance of existing IT management infrastructure
- Investigating technologies for Learning services
- Review and improve system security practices where appropriate

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Research	<ul style="list-style-type: none"> • Maintain a good understanding of the latest technology trends and offerings • Organise hardware/software evaluations. • Produce written reports on findings during the evaluation & suitability of the technology for library use. • Investigate integration with existing infrastructure and execute upgrade dependencies where appropriate.
Analysis and Design	<ul style="list-style-type: none"> • Work with library colleagues and IT colleagues to understand current and future requirements. Understand the library business process and how these will be impacted by system changes. • Scope and estimate work effort based on functional specification. • Design solutions to support continuous improvement of Digital Library Services

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provide technical documentation • Review existing library services and their ongoing feasibility
Research	<ul style="list-style-type: none"> • Maintain a good understanding of the latest technology trends and offerings • Organise hardware/software evaluations • Produce written reports on findings during the evaluation and suitability of the technology for library use • Investigate integration with existing infrastructure and execute upgrade dependencies where appropriate
Testing/Quality Control	<ul style="list-style-type: none"> • Test new products for their suitability and investigate competing solutions • Ensure new products meet quality standards • Document evaluation results and present findings to wider team • Identify suitability for use in the library environment
Implementation	<ul style="list-style-type: none"> • Develop and manage implementation plans
Support and Maintenance	<ul style="list-style-type: none"> • Maintain existing library IT infrastructure with emphasis on possible cost savings • Maintain documentation • Provide second line support for new solutions • Develop and implement periodic upgrades of infrastructure
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Library Systems Support	Reports to
Team members	Working collaboratively
Libraries colleagues (customers)	Liaise with
External	Nature of the Relationship
Software vendors and 3rd party developers	Liaise and work collaboratively with

Formal Qualifications and Training	Required	Desirable

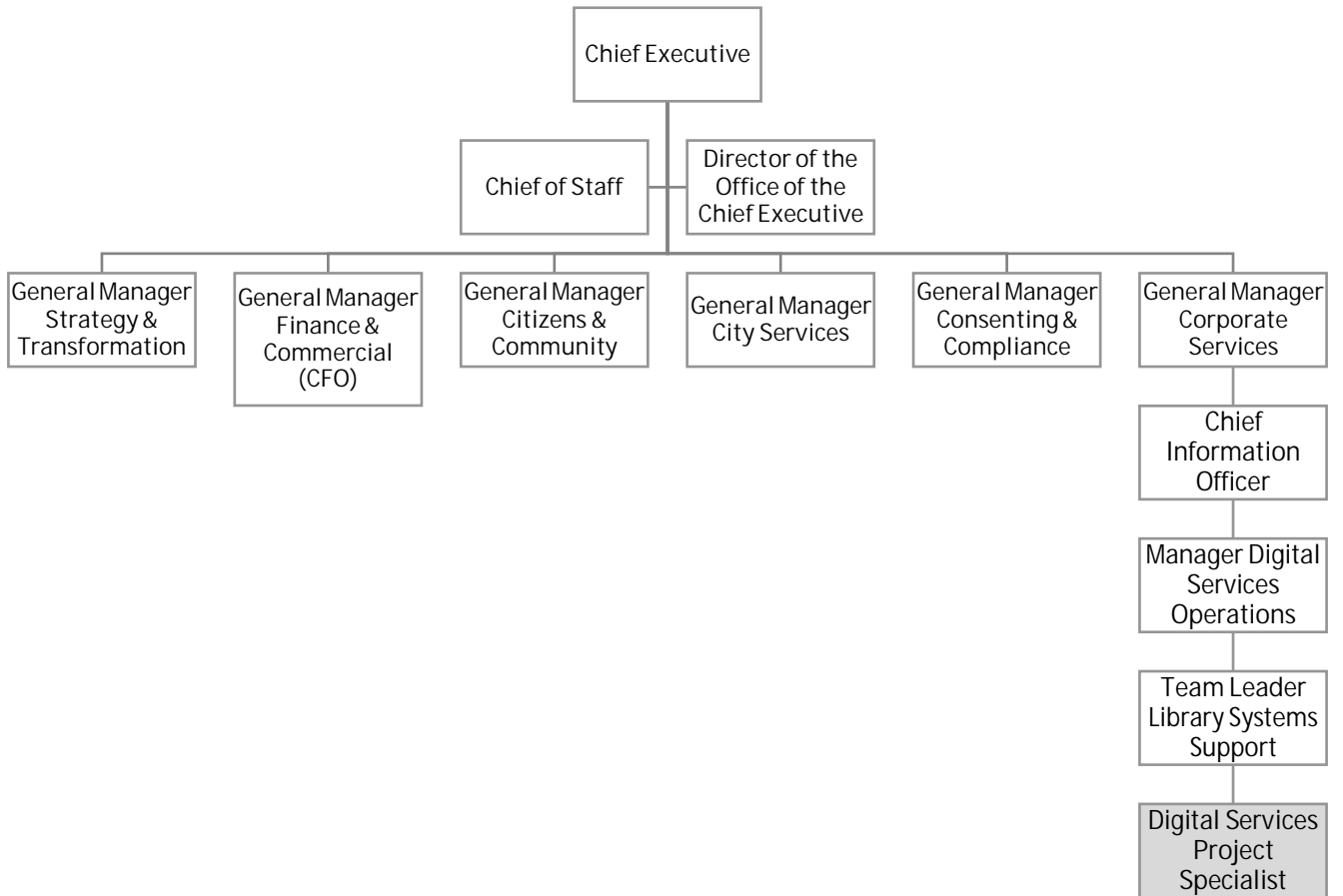
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	
Microsoft IT Professional qualification	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 5 years' experience in an ICT related position	✓	
Proven experience in leading the delivery of projects in a technical environment	✓	
Understands principles of project management and documentation	✓	
Ability to develop testing and suitability frameworks	✓	
Demonstrative experience in developing and deploying ICT solutions for use in a public space with specific attention to related security risks	✓	
Ability to express difficult and complex concepts clearly and concisely both orally and in writing	✓	
Proven ability to write clear and logical documentation	✓	
Ability to learn the characteristics of new systems and update skills to adapt to changing technology	✓	
A detailed understanding of the libraries IT infrastructure is essential.	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> Follows through on commitments, whilst balancing personal and work life. 		
<p>Problem Solving</p> <ul style="list-style-type: none"> Is responsive to problems and takes the initiative to find solutions. Is curious and looks beyond the obvious for solutions. Anticipates potential problems and develops actions to prevent issues from escalating. Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Solutions Business Partner	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Solutions	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This position involves partnering with the business as part of an integrated Information Technology (IT) Team. The role will:

- Provide best practice advice and proactive business insight and decision support at both strategic and operational levels to ensure that key business initiatives directly link to delivering the Council Digital Strategy.
- Be the key liaison point between the responsible group/unit and the IT unit, and partner with the group/unit to ensure understanding of the business practices and how IT can effectively meet the needs and offer solutions.
- Provide insight gained from the business group/unit into Council Digital Strategy, activities and solutions.
- Create a high level of positive engagement between the group/unit and IT providing in-depth support and specialist advice when required.
- Contribute to the development of an IT Service recognised for forward thinking digital solutions

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Performance and Partnership	<ul style="list-style-type: none"> • Effectively manage the interface between the group/unit and IT whilst maintaining self as liaison point. • Work with wider multi-disciplinary strategic and business group teams, to drive continuous business improvement through the use of digital solutions. • Proactively participate and lead organisation-wide initiatives representing the IT Unit • Work closely with the relevant General Managers and Head's of to: <ul style="list-style-type: none"> ○ Develop group/unit Digital Strategy and initiatives ○ Identify key business processes and resources required to deliver on initiatives.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Engage internal specialists and work in tandem to provide expert advice and delivery in the areas of IT: <ul style="list-style-type: none"> ○ Risk ○ Opportunities ○ Deliverables ○ Policies ○ Processes • Facilitate and contribute to strong communication channels between the business, customer and IT unit. • Engage with IT managers as early as possible with IT solution needs for the group/unit • Lead the development of a strong understanding amongst business group/unit regarding IT operations, imperatives and constraints • Proactively seek feedback from business group/unit on IT initiatives, policy and process
Business Improvement	<ul style="list-style-type: none"> • Educate managers and team leaders on IT functions and assist with management of this relationship. • Advise and promote best practice IT strategies and processes within the business group/unit. • Liaise and consult with other Digital Solution Business Partners to reduce duplication and promote a one organisation and consistent approach. • Address areas of IT risk and opportunity within the business group/unit with the appropriate IT managers and specialists. • Positively promote IT service solutions and overall service offerings • Escalate group/unit concerns or issues in a proactive positive manner with the appropriate team or individual for resolution. • Resolve tensions between group/unit and IT where tension is perceived but not formal issues exists
Leadership	<ul style="list-style-type: none"> • Is a role model for our shared values. • Identified as an expert in financial and performance management. • Build collaborative working relationships with other parts of the business.
Customer Focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the team. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Establish self as key business advisor to the relevant General Manager or Head of on all IT matters through delivering outstanding insight and advice.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Solutions	Reports to
Group General Manager / Unit Head of	Strategic and operational advice and decision support on IT solutions
IT Staff	Collaborate with and support
External	Nature of the Relationship
Consultants and Service Providers	Collaborate with
Other similar organisations	Liaise with, network and gather information from

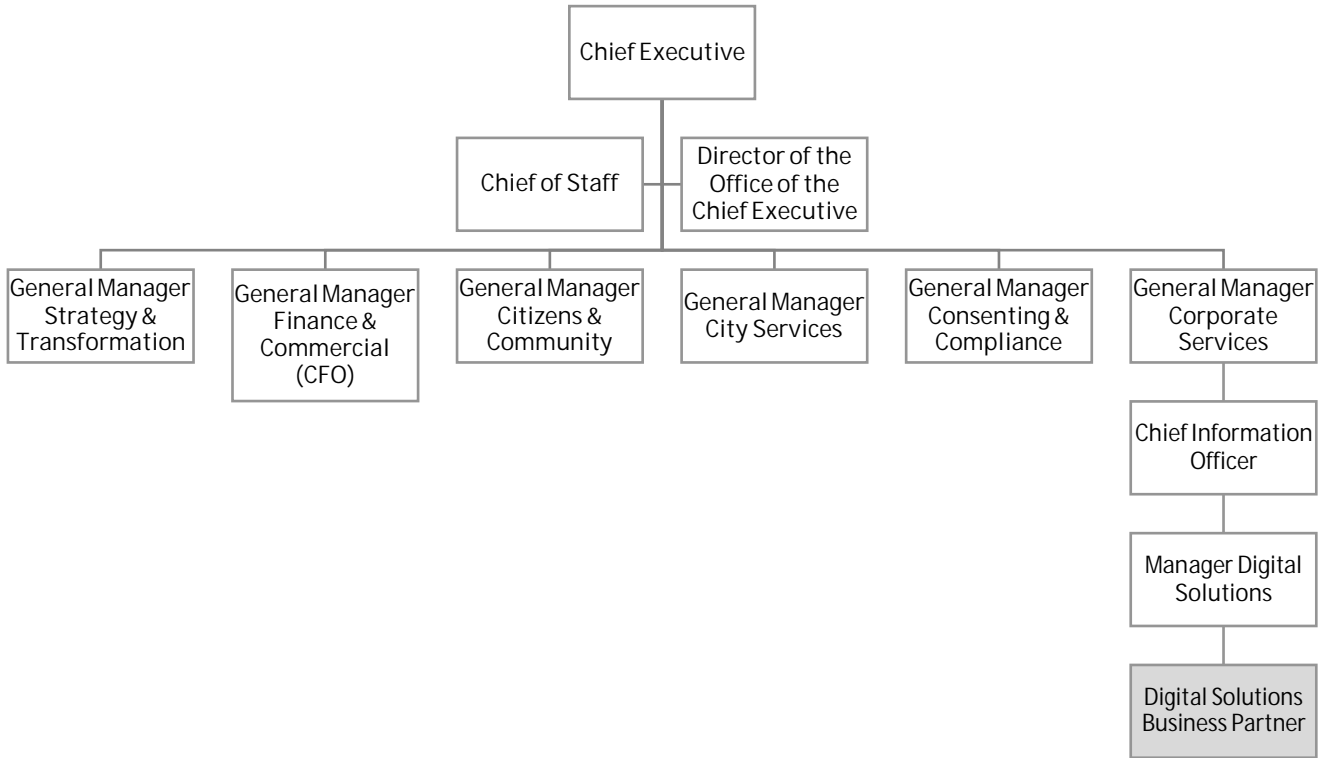
Formal Qualifications and Training	Required	Desirable
A tertiary degree in business, information technology or relevant discipline	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years of IT industry experience in a customer/client interfacing role in a large organisation.	✓	
Knowledge and practical experience of best practice in all IT functions, policy and practice.	✓	
Demonstrated experience with consultation and managing partnerships.	✓	
Proven experience in facilitation and supporting change programmes.	✓	
Sound experience as a relationship manager.	✓	
Strategic Focus <ul style="list-style-type: none"> Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
Communication <ul style="list-style-type: none"> Engages with others; listening and showing respect for their input, suggestions and feedback. Puts forwards suggestions, ideas and feedback. Shares relevant information with colleagues. Communicates clearly and constructively, verbally and in writing. Considers their audience and adapts their communication accordingly. 	✓	
Problem Solving	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues though change. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Digital Workplace Deployment Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Workplace Infrastructure	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This position is responsible for the provision of specialist expertise to facilitate and execute the installation and maintenance of system software such as operating systems, data management products, office automation products and other utility software in a Modern Desktop with Hybrid Cloud environment. This role will ensure the IT solutions retain compatibility with Council Solution architectures, and the adherence to corporate standards within constraints of cost, security and sustainability. The role will:

- Specify and design Modern Desktop information systems to meet defined business needs.
- Manage processes, systems and functions, to package, build, test and deploy changes and updates (which are bounded as “releases”) into a live environment.
- Collaborate with the system’s developers and/or with colleagues specialising in different areas, such as database administration or network support.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

System & Software Management	<ul style="list-style-type: none"> • Promotes and ensures use of current best practice techniques, methodologies and tools for Modern Desktop in a Hybrid Cloud Environment. • Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. • Discovers and analyses requirements to ensure fit for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. • Manages requests for, and the application of, changes to baselined requirements. • Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position. • Evaluates new system software, reviews system software updates and identifies those that merit action.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Ensures that system software is tailored to facilitate the achievement of service objectives. • Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. • Ensures that operational documentation for system software is fit for purpose and current.
Testing	<ul style="list-style-type: none"> • Accepts responsibility for creation of test cases using own in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). Creates traceability records, from test cases back to requirements. • Produces test scripts, materials and regression test packs to test new and amended software or services. Specifies requirements for environment, data, resources and tools. Interprets, executes and documents complex test scripts using agreed methods and standards. • Reports on system quality and collects metrics on test cases. Provides specialist advice to support others.
Change Management	<ul style="list-style-type: none"> • Takes responsibility for integrated hardware / software deployment and installation projects, providing effective technical leadership, including information flow to and from the customer during project work. • Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made. • Leads the assessment, analysis, planning, design and deployment of release packages, including assessment of risk. • Liaises with business and IT partners on release scheduling and communication of progress. • Conducts post release reviews. Ensures release processes and procedures are applied.
Software management	<ul style="list-style-type: none"> • Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. • Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. • Ensures that operational documentation for system software is fit for purpose and current. • Advises on the correct and effective use of system software.
Security Administration	<ul style="list-style-type: none"> • Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken. • Assists in the investigation and resolution of issues relating to access controls and security systems.
Strategic Relationships	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within IT and the rest of the Council to foster collaborative leadership. • Support the Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with IT and Business Units to support the delivery of improved processes, systems changes, reporting, training and business change. • Interface with external organisations/groups related to Digital Workplace and Infrastructure.

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Digital Workplace Infrastructure	Reports to
IT managers & staff	Advise, collaborate and liaise with
Council managers and staff	Collaborate and work with
External	Nature of the Relationship
Industry & Information Technology partners	Networking to source best practice

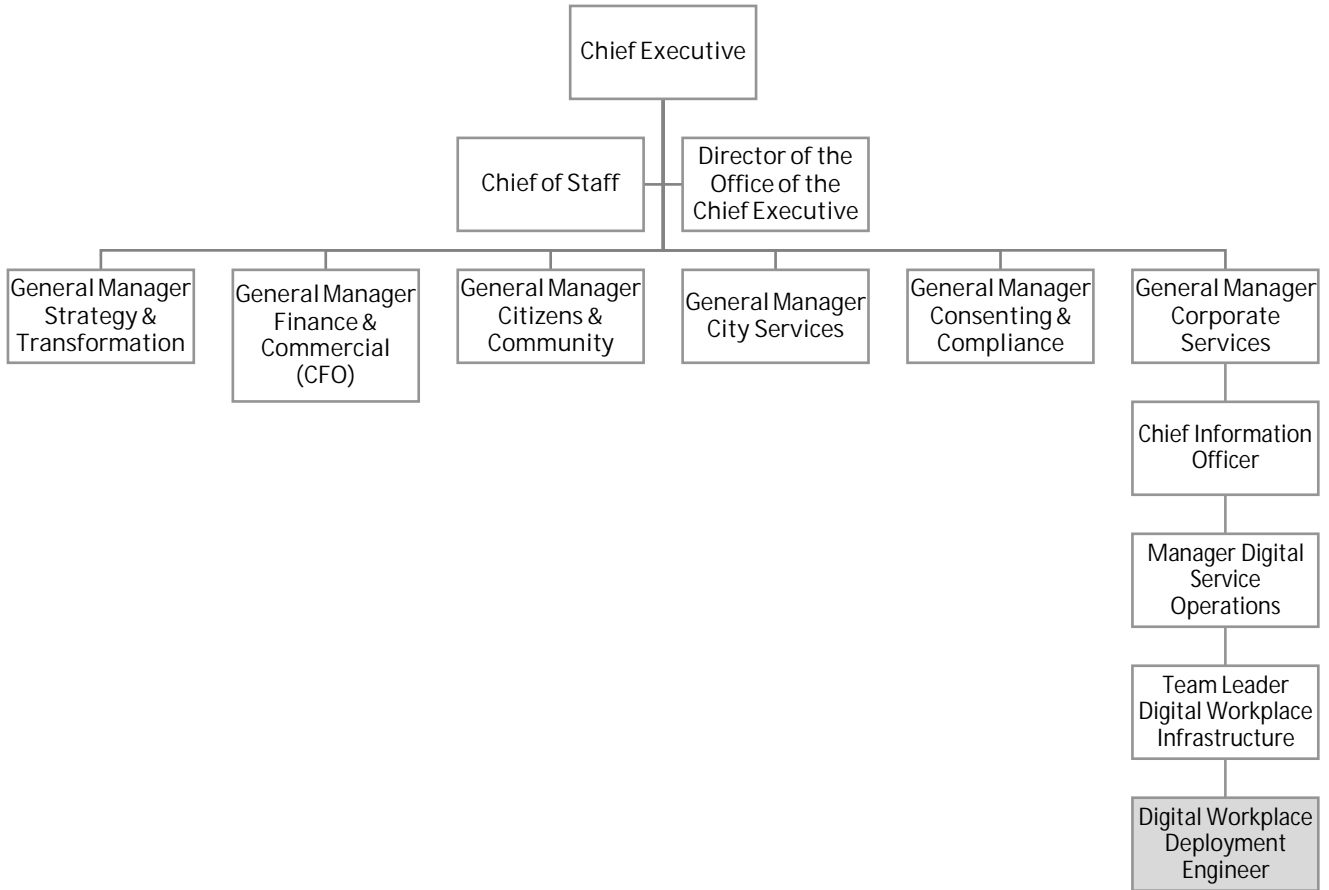
Formal Qualifications and Training	Required	Desirable
Degree in an Information Technology related discipline or experience in an relevant position	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
A minimum of 5 years' experience in the IT Industry with a minimum of 3 years' experience of Modern Desktop with Cloud Solutions	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Demonstrated experience in utilising networks to source and implement industry best practice standards.	✓	
Demonstrated facilitation skills with technical experts and across teams	✓	
Knowledge of the Modern end User Computing and Mobile Desktop platforms and technologies	✓	
Knowledge of Security Resource Planning solutions and associated platforms		✓
Working Collaboratively <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. Asks others for their ideas and input. Helps others willingly and is willing to accept help. Gets to know people outside of their own team. 	✓	
Focus on Results <ul style="list-style-type: none"> Sets clear goals, expectations and assigns responsibility for tasks and decisions. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Leads calmly, maintaining focus on the goals. • Manages resources effectively to achieve results. • Regularly monitors team and individual progress and celebrates success. • Recognises progress and high performance. 		
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Plans the activity of the team and modifies plans in line with changing business needs. • Ensures work is scoped and broken down into goals/tasks which can be delegated. • Delegates appropriately and with sufficient instructions. • Co-ordinates and maximises the productivity of their team. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> • Ensures customer feedback is provided to the organisation to help shape the future of services provided. • Explains and enhances the team's understanding of Council priorities, challenges and external influences. • Reviews, develops and improves services in alignment with LTP/AP/business goals. • Considers historical factors and potential future developments which may affect team activities. • Anticipates trends and changing customer and community requirements. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Functional Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide support for technical solution architecture and product development for new and existing enterprise solutions.

The role will support the solution recommendations based upon the alignment with the ERP strategy and architecture and then the subsequent implementation of those technical solutions.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Proactively work with IT and its customers to understand and gain a full understanding of their business. • Understand multiple business processes and functions including integration and dependencies with other processes, and the organisational context of the processes or functions. Articulate these processes and functions using appropriate tools and methodologies (e.g. business process maps, business requirement documents, functional specifications) • Based on understanding of technology work collaboratively with the business and suggest potential improvements in the business process or function as required • Assist the solutions architect in evaluation and recommendation of a solution options. • Support the scope and estimate work effort to deliver based on technical, functional specification and detailed design. • Suggest/recommend improvements to Analysis and Design policy and practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
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Key Areas Of Accountability	
Development	<ul style="list-style-type: none"> Utilise version control tools and techniques when configuring applications, modifying and enhancing applications Document and record all development activity in accordance with current policy and practice Ensure applications are configured in line with IT processes, procedures, strategy and architecture Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> Ensure configured applications meet quality standards, including documentation. Perform unit testing of configured applications/modules Support user acceptance testing Fix defects identified during testing Perform quality control functions such as peer reviews Suggest/recommend improvements to testing and QC policy and practices
Release and Deployment	<ul style="list-style-type: none"> Assist in the development of transition/implementation plans in accordance with change/release policy and practice Perform release and deployment activities in accordance with change/release policy and practices. Suggest/recommend improvements to release and deployment policy and practices
Support and Maintenance	<ul style="list-style-type: none"> Provide 2nd and 3rd level application support Document and record all support and maintenance activity in accordance with change and release management policy and practices Prepare and document maintenance plans Support the scoping and estimate break/fix effort and resources Evaluate impact of vendor software upgrades Support the proactively work with IT customers to continually improve and enhance existing systems
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader	Reports to

IT project managers	Reports to (for project issues and deliverables)
IT team members	Works collaboratively
Council Business Units (IT customers)	Liases, coordinates and leads
External	Nature of the Relationship
3 rd party software vendors	Works collaboratively with

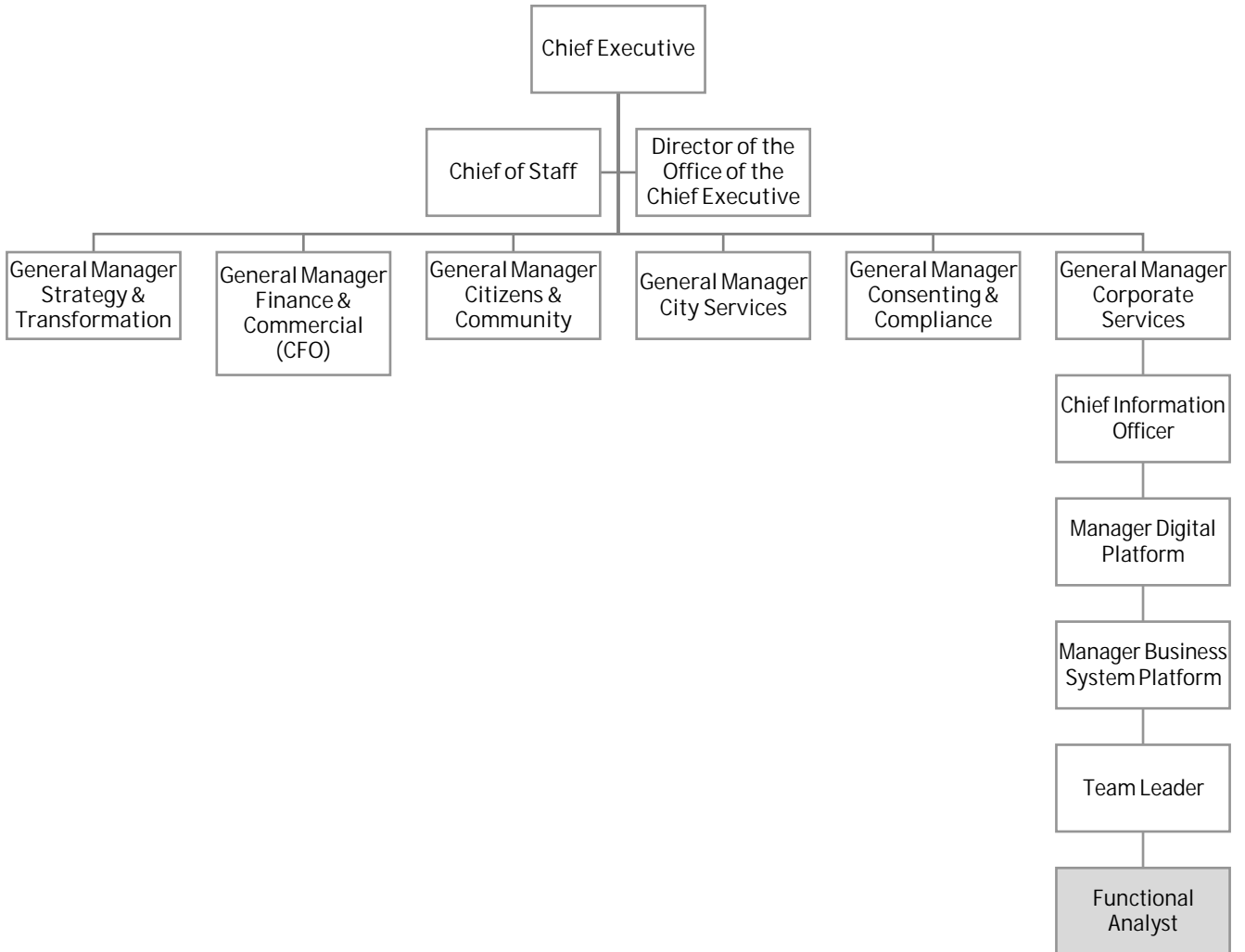
Formal Qualifications and Training	Required	Desirable
Undergraduate university degree or equivalent relevant experience	✓	
Formal training, in analysis techniques and methodologies.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 4 years industry experience in either a business analysis, systems analysis, or business process analysis role.	✓	
Configuration knowledge of at least one module or function with relevant experience in multiple module or function integration. Or understanding of methodologies and how this activity relates to business systems designs and implementation.	✓	
Knowledge of standard business processes	✓	
ERP Configuration - Skill in the configuration of ERP modules that are implemented at Council.		✓
<p>Business Functions and Processes</p> <p>Knowledge in a variety of business processes and functions, including:</p> <ul style="list-style-type: none"> • Financial processes and functions • Procurement processes and functions • Asset management processes and functions • Contractor management processes and functions • HR processes and functions • Payroll processes and functions • Local government processes and functions • Business process modelling methodologies 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Graduate Software Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Eco System Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing solutions complying with the Council's Solution Architecture. This role will work with more senior software engineers across a number of integrations. The role will also work with Architect's to ensure solutions are aligned with the ICT and business strategy.

The role will also work with the other departments within IT to understand business needs, analyse business requirements, analyse technical infrastructure and processes and be involved with solution recommendations based on the alignment with current ICT strategy and architecture and implementation of those technical solutions. The role will work within agile teams using the SCRUM framework.

The Graduate Software Engineer is responsible for:

- Detailed design, coding, unit testing and deployment activities
- Working with the Architects to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture.
- Contributing to robust design processes for technical solutions
- Ensuring the technical integrity of solutions
- Contributing to the information architecture
- Working with senior software engineers to implement initiatives to continuously improve the design and development process
- Ensuring compliance to quality standards
- Clear communications with all solution stakeholders
- Producing high quality documentation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis and Design	<ul style="list-style-type: none"> • Work with IT customers, business and functional analysts to translate requirements into technical specifications • Assist colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT solution architecture • Understand how the application 'enables' the business process.
Development	<ul style="list-style-type: none"> • Develop applications using IT methodologies • Code functions a wide range programming language • Provide technical documentation to enable the support of development work
Implementation	<ul style="list-style-type: none"> • Assist in the development of transition/implementation plans in accordance with change/release policy and practice • Action transition/implementation plan in accordance with change and release management policies
Support and Maintenance	<ul style="list-style-type: none"> • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager EcoSystem Platform	Report to - communicates progress, development and learning objectives and relevant issues
IT Project Managers	Reports to (for project issues and deliverables)
Senior Software Engineers	Receives mentoring and coaching from to aid professional development
Unit members	Working collaboratively with
Council Business Units (customers)	Liaise with
External	Nature of the Relationship
Software vendors and 3 rd party developers	Liaise and work collaboratively with

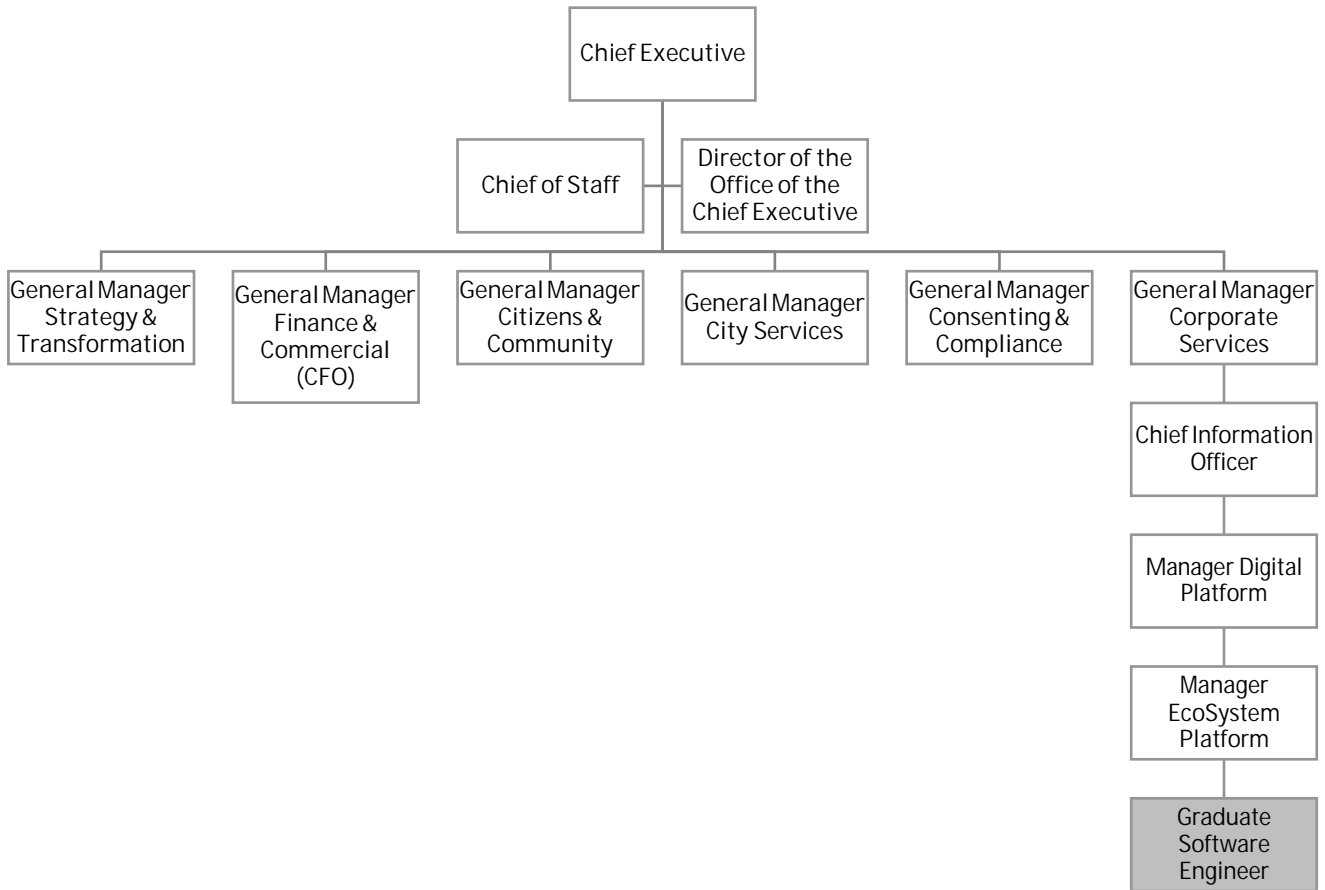
Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Some software development experience in a commercial environment		✓
Principles and techniques of systems analysis, design and testing	✓	
Principles of integration documentation	✓	
Principles of integration design	✓	
Analyse business problems and developing solutions to address	✓	
Develop test data and analyse problems in integrations	✓	
Express difficult and complex concepts clearly and concisely both orally and in writing	✓	
Write clear and logical program documentation	✓	
Learn the characteristics of new systems and update skills to adapt to changing technology	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Planning and Self-Management <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Information and Records Management Advisor	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Information and Records Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

This role is responsible for providing management, support and advice in regards to the Council's records management systems, tools and processes.

The Information and Records Management Advisor collaborates with all of Council business units to provide specialist operational support, advice and training on electronic document and records management systems, making recommendations on improvements to business systems and contributing to the delivery of business objectives.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Electronic Document and Records Management System Administration	<ul style="list-style-type: none"> • Administering EDRMS access by setting up new users, record types, new folders, etc. as per agreed guidelines. • Applying security and permissions, and coordinating all functionality related to the EDRMS. • Monitoring and analysing data and information by way of system audits and reports to ensure the integrity and completeness of information entered into the EDRMS. • With Technical Application Specialists, ensuring adequate backup and restore procedures are in place, completed successfully, documented, and tested. • Understanding security risks, providing advice on, and implementing agreed controls to protect the integrity of Council data and software. • Coordinating a business and IT team that updates the EDRMS and ensuring upgrades are stable and provide required change for the organisation. • Familiarisation with the EDRMS installation and upgrade procedures.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Understanding how the EDRMS interacts with other Council systems. • Assisting with maintaining the operational integrity of the system, including the relationship between development, test, training, and production environments, through agreed procedures. • Establishing and managing clear change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes.
Information Management	<ul style="list-style-type: none"> • Identifying, advising and implementing improvements to recordkeeping policies and procedures. • Working with business units on their file plan structures ensuring fit-for purpose structures that support best practice information and records management principles. • Working with business units to identify, influence and provide advice around continuous improvement opportunities. • Working with business units around the use of network drives. • Delivering specialist EDRMS training and coordinating the development and updating of training material. • Applying disposal authorities to paper and electronic records including mapping disposal authorities to file classification schemes and legacy paper records. • Ensuring disposal activities are recorded appropriately and meet legislative and business requirements.
Customer Services	<ul style="list-style-type: none"> • Responding to and resolving requests for assistance from customers, (through the Service Desk) including diagnosis of faults, according to Service Level Agreements (SLA). • Identifying and delivering a quality service to internal and external clients by way of reviewing procedures, systems and best practices. • Timely production of information to meet the needs of management and other key staff members. • Providing the appropriate levels of access to the system, as approved by line managers. • Gain co-operation of staff using conflict resolution, business knowledge and problem solving to promote confidence in Electronic Information Systems.
Vendor Relations	<ul style="list-style-type: none"> • Understanding and following the agreed communication channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. • Log, maintain, and reconcile support calls to the vendor for the EDRMS.
Teamwork	<ul style="list-style-type: none"> • Consulting with the wider IT unit in the scheduling of user acceptance testing and introduction of new production functionality as well as patches. • Fully documenting all administrative work in a logical and consistent manner. • Promoting open and easy sharing of knowledge and information. • Working closely with other members of the Systems team to develop solutions that work efficiently and securely on the network infrastructure. • Participating in projects and initiatives, and working to agreed plans and timeframes.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Undertaking the higher-level EDRMS administrative functions when Team Leader is absent. • Liaising with external service providers.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Information and Records Management	Reports to
Other IT Service Teams	Collaborate with and provide advice to
Business Units	Provide advice and support to
Other Council staff	Internal customers
External	Nature of the Relationship
Document management service providers	Collaborate and manage relationship to facilitate the management of the EDRMS

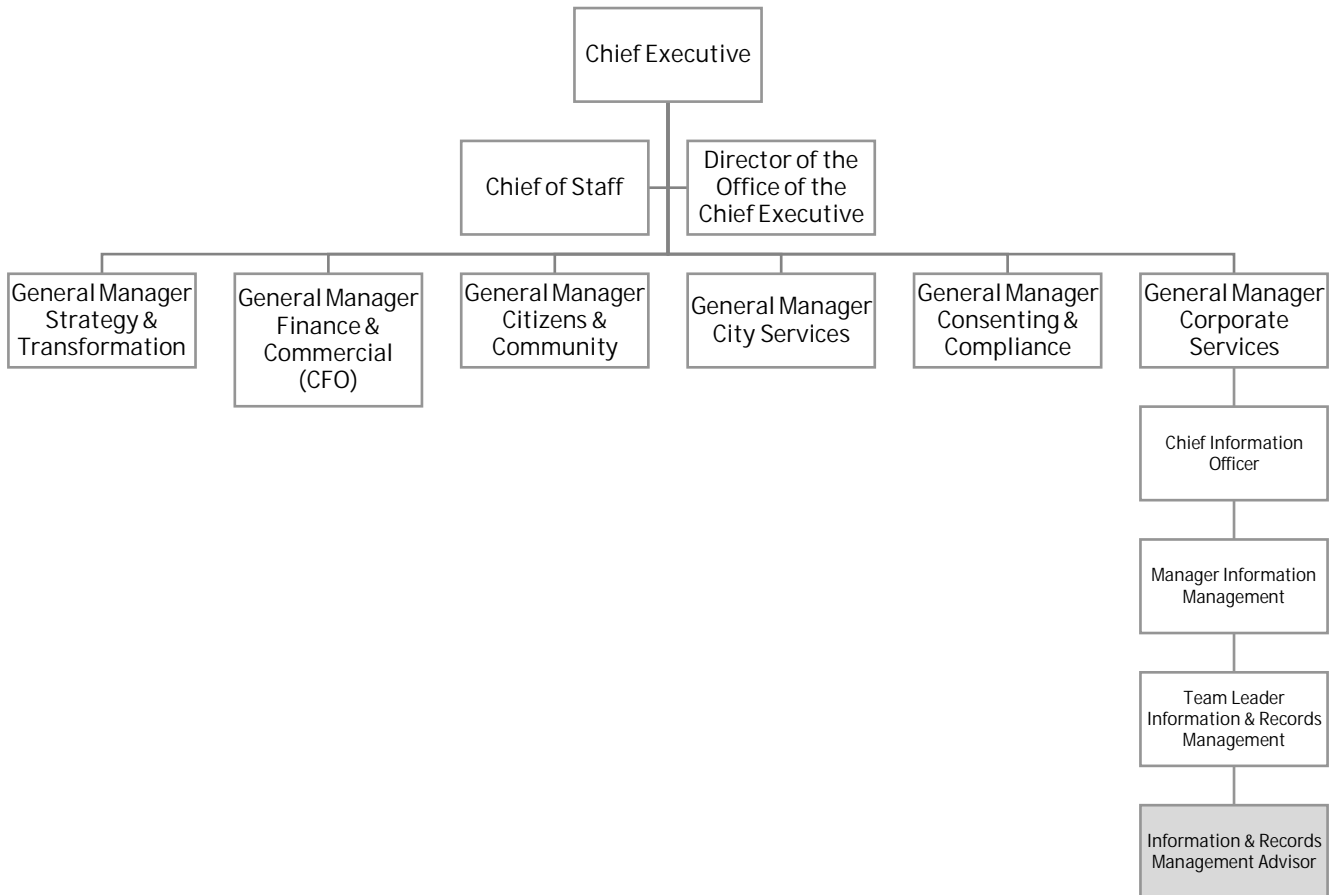
Formal Qualifications and Training	Required	Desirable
Tertiary qualification (or NZQA Level 6 equivalent) in Information Management, computing or related field	✓	
Certificate in Records Management or relevant qualification		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Proficiency in an Electronic Document and Records Management System	✓	
Minimum of 5 years practical experience in an information management environment	✓	
Familiarity with information management principles	✓	
Experience in training and facilitation	✓	
Strong analytical skills (ability to sort and summarize data)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Advanced skills in Microsoft Office suites	✓	
Strong verbal and written communication skills	✓	
Understanding of legislation such as the Public Records Act 2005 and other relevant legislation relating to Information and Records Management.	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Information & Records Management Officer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Information & Records Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

To assist in providing professional and comprehensive information and document management services to the Council by:

- Providing advice on effective and compliant records management.
- Providing advice and information to customers by researching and analysing information, and presenting information effectively.
- Provision of the service throughout the document lifecycle including document storage, retrieval, archiving and disposal.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Focus	<ul style="list-style-type: none"> • Provide efficient and consistent services in accordance with our Service Level Agreements (SLA), and focused on exceeding customer expectations. • Support colleagues with complex customer enquiries. • Able to manage difficult customers in a positive manner. • Help to embed new processes in conjunction with other teams to improve customer service and satisfaction.
Records Management	<ul style="list-style-type: none"> • Maintain records management services, storage, retention, retrieval and disposal, to agreed customer service level agreements (SLA) within the organisation. • Liaise with users as to their document management needs • Manage the transfer of records between custodians. • Provide information and advice by searching electronic sources, such as databases or repositories, and other sources of information, ensuring accuracy of information.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Demonstrate ability to attend to detail and utilise a systematic and organised approach. • Ensure that staff follow established policies and procedures for registering, accessing and using documents. • Train staff as necessary in any document management related procedures.
Archives	<ul style="list-style-type: none"> • Assist in the provision of archival services for Council. • Help to maintain and update archival search so that records can be easily retrieved including the cataloguing and annotation of archival material.
Electronic Document Management Systems	<ul style="list-style-type: none"> • Contribute to the development of digital resources, including indexing, cataloguing and digital preservation. • Prepare hard copy files and existing information for transfer into the EDMS. • Enter classification and other identifying metadata into databases. • Capture of incoming documents and plans including: scanning, checking legibility, assigning correct document descriptors, cross-referencing and accurate registration into the EDMS including the assignment of workflows. • Assist with any retrospective scanning and registration projects. • Assist with the maintenance of all electronic documents on an ongoing basis. • Provide assistance and where appropriate, training to staff in the use of the Electronic Document Management System.
Information Management and Governance	<ul style="list-style-type: none"> • Provide assistance to staff throughout the organisation in the application of information policies and procedures. • Review hard copy document management systems and storage for compliance with legislation and specify any required changes. • Assist in the development of document or content classification taxonomies to facilitate information capture, search, and retrieval. • Ensure the integrity and security of information whilst providing appropriate access.
Finance	<ul style="list-style-type: none"> • Ensure accurate charging of fees and manage other charges and costs as per policy.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Information & Records Management	Reports to
Other Council staff	Assist staff with the management of hard copy and electronic documents. Promote best practice document management. Train and provide advice.

Document management staff within other Council Units	Support other units as required.
External	Nature of the Relationship
Archives New Zealand	Keep up with changes and ensure adherence to legislation. Promote processes to support legislative requirements.
Third party document management service providers	Monitoring and managing SLAs.
Archivists, in Council, Libraries, local and national	Community of good practice.
Customers	Understanding public queries, document searches, information retrieval and research assistance.

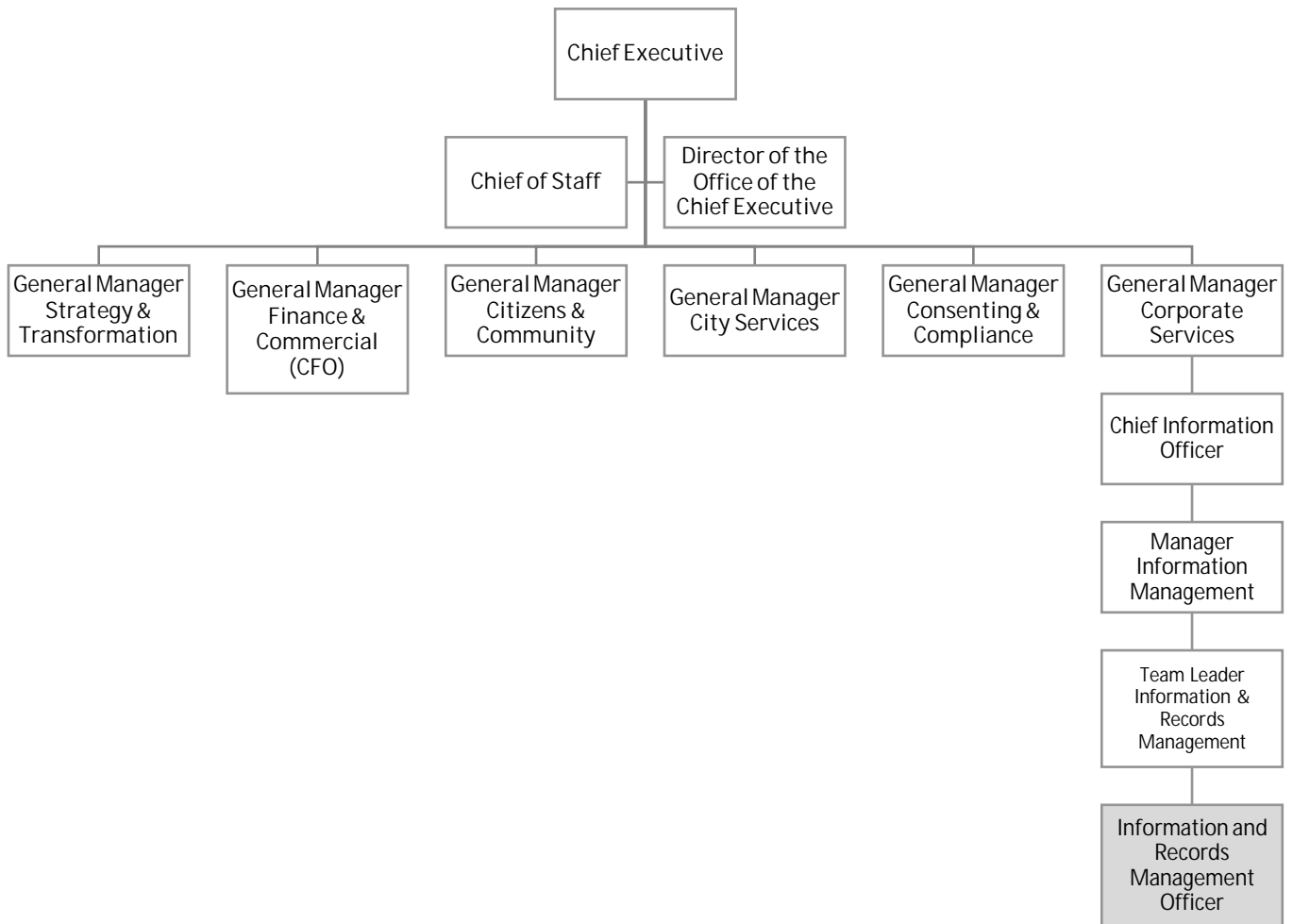
Formal Qualifications and Training	Required	Desirable
Minimum Qualification Certificate Level 4	✓	
Certificate in Records Management		✓
Current Drivers Licence	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
3 - 4 years practical experience in an information management environment, with a familiarity of information management principles	✓	
Knowledge of The Public Records Act and other relevant legislation.		✓
Competent skills in Microsoft Word and other software applications utilised within an Electronic Document Management environment e.g. Content Manager/TRIM	✓	
Proven ability to adapt to new technologies, systems and facilities that enhance customer service.	✓	
Excellent English and grammatical skills	✓	
Sound research skills		✓
Ability to read and interpret detailed information accurately	✓	
Capable of moving stock, boxes of documents, and other heavy items	✓	
Previous experience in coaching and training others		✓
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Understanding Council <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Information Architect	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The focus of this role is to partner with key stakeholders at a senior management level to shape and influence how information technology can support business strategies and assist the Christchurch City Council to achieve its business objectives. The role is key in enabling the strengthening of information management for the Council as well as developing and maintaining the Council-wide Information strategy and Data Governance Framework.

As a key member of the architecture group, you will be responsible for the overall design of the Enterprise Information Architecture (EIA) and development of the organization's information-sharing strategy internally and with external partners and community.

Key responsibilities of the Information Architect are to:

- Champion efforts to improve business performance through enterprise information solutions and capabilities, such as master data management (MDM), metadata management, business intelligence (BI), content management, data integration, and related information management and infrastructure components.
- Lead information innovation and keep us future focussed. Partner with our architects and service managers to deliver on these innovations including the development of requirements, principles and models to support the future-state Enterprise Information Architecture (EIA)
- Influence Council senior management (General Manager and Unit level) and set the direction and standards for information management to ensure information can assist the Council to achieve its objectives.
- Ensure Enterprise Information Architecture is properly scoped on enterprise information, based on impacts on the business, decisions, risk mitigation and the organisation.
- Establish data governance throughout the council. Set the governance framework, identify appropriate data stewardship, set data standards, monitoring and audit requirements to support the appropriate quality and use of information in business and IT processes.
- Monitor regulatory guidelines (such as privacy requirements), compliance-related guidance (such as data retention) and emerging industry standards to determine their impacts on the Enterprise Information Architecture.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
IT Strategy & Governance	<ul style="list-style-type: none"> • Influence information strategy: By partnering with business unit leadership, and through the rationalization of the information value chain, the information architect will provide strategic recommendations to maximize the value of information assets via their creation, access and use. • Set policies, standards, and guidelines for information management. Lead and manage the creation or review of the information management strategy aligning to the IT strategy, which meets the requirements of the business. • Enable effective data analytics governance. Set data standards, monitoring and audit requirements to support the appropriate quality and use of information. • Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy. Reviews new business proposals and provides specialist advice on compliance issues. • Surface information priority by assessing the benefits and risks to create an information-centric view to quickly visualize what information matters most to the organization based on the defined business strategy.
Information Management	<ul style="list-style-type: none"> • Enhance decision making: Define the vision and target state Enterprise Information Architecture in order to achieve the future needs and business outcomes of the Council. Define the roadmap to achieve the future state. • Develop the overall governance of how all types of information are used to support decision-making, business processes and digital services. Determine which information assets should be treated as enterprise information and strengthen the network effect of sharing such information across the enterprise and with external business partners. • Develop and promote policies covering the design of information structures and taxonomies, the setting of policies for the sourcing and maintenance of the data content, and the development of policies, procedures, working practices and training to promote compliance with legislation regulating all aspects of holding, use and disclosure of data. • Improve Enterprise Information Management performance: Aid efforts to improve business performance through enterprise information solutions and capabilities, such as master data management (MDM), metadata management, analytics, content management, data integration, and related information management or information infrastructure components. • Maintain and communicate the organisation's strategy for managing information, ensuring that uniformly recognised and accepted data definitions are developed and applied throughout the organisation. • Define and maintain the classification of information assets to ensure that information is protected, managed and used appropriately while maximising the value of data. • Design and implement the controls and management strategies to maintain the security (confidentiality, integrity, availability, privacy, safety and reliability) and relevant compliance of information assets and systems in a pragmatic and cost effective manner to ensure stakeholder confidence.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
Senior business leaders / Managers	Influence & set direction
IT Teams	Guide, advise, influence and mentor. Review and endorse outputs
Architecture Governance Board	Advise and influence
IT Managers	Advise and influence
External	Nature of the Relationship
External Service Provider	Advise and influence
Government agencies, other local authorities and external business partners	Liaise and contribute

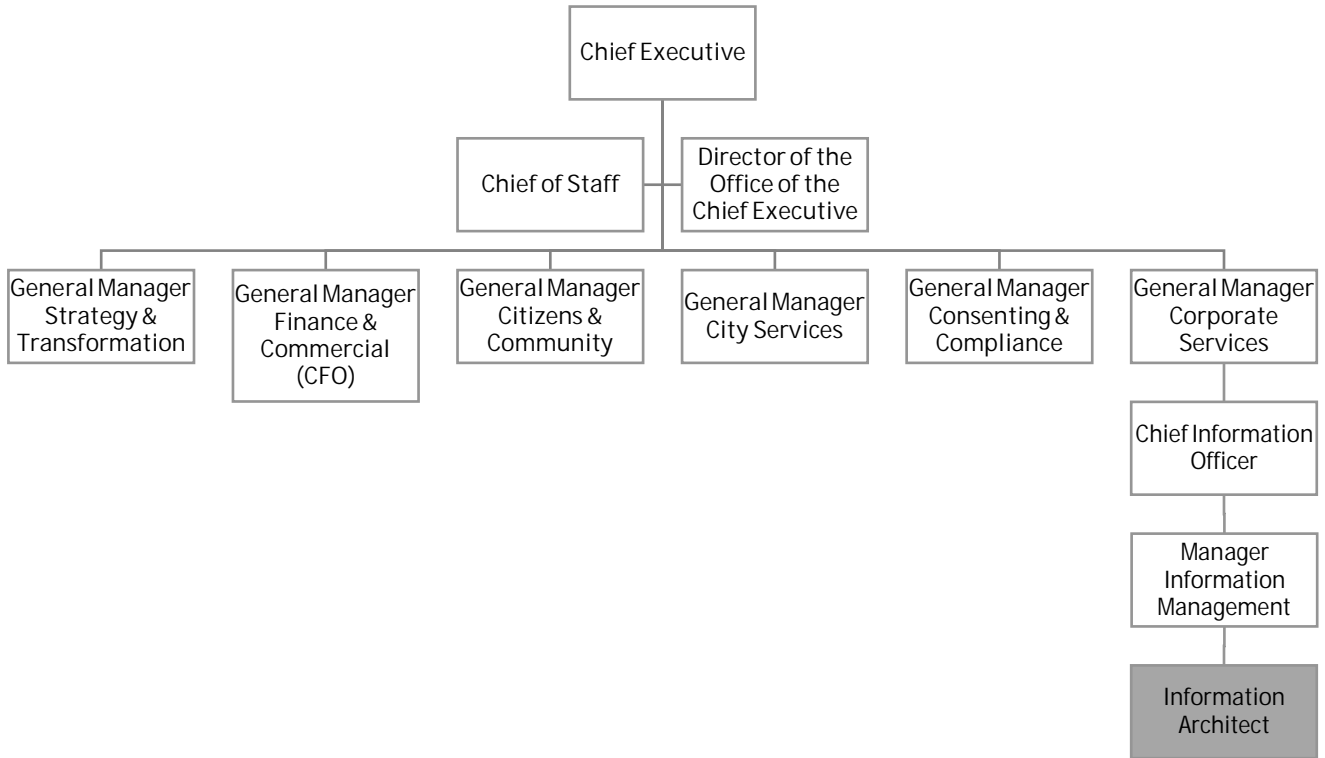
Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science.	✓	
Architecture Framework(s) Certification.	✓	
Appropriate Industry Qualifications	✓	
ITIL Foundation Certificate		✓
COBIT Foundation Certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 5 years Architecture experience or experience in a comparable senior ICT role	✓	
A minimum of 10 years' experience in the ICT Industry	✓	
Proven experience in designing and implementing an Information Architecture framework and information solutions	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Knowledge of data structures, theories principles and practices. Data modelling and information classification expertise at the enterprise level.	✓	
Knowledge of Master Data Management (MDM), solutions and processes	✓	
Understanding of data integration techniques and technologies	✓	
Knowledge of Big data and Data Analytics	✓	
Demonstrated experience in communication and problem solving at a senior level in an IT environment.	✓	
Sound knowledge of business strategy principles and associated tools and frameworks such as the balanced score card	✓	
Proven collaborative and consultative skills	✓	
Experience with iterative, agile and SDLC methods.	✓	
Knowledge of Service Oriented Architecture (SOA)	✓	
Knowledge of Enterprise Resource Planning solutions and associated platforms (i.e. SAP NetWeaver and mySAP ERP).		✓
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: IT Architect	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Solutions Architecture	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The focus of this role is to work with key stakeholders at a senior management level to shape and influence how information technology can assist the Council to achieve its business objectives, validate the investment, and provide technical solution architecture to deliver outcomes.

You will facilitate the realisation of the Council's Digital Strategy through the contribution to the Architecture and the delivery of solutions to meet Council outcomes by:

- Interacting with Council business units to understand current business strategy, and provide advice on how technology can assist the Council to achieve its objectives
- Collaborating to develop, validate and refine the Council's Solution Architecture
- Identifying areas of technology that can drive business improvement and increased efficiency, and undertake the analysis required to quantify and qualify proposed IT investments
- Supporting the IT management team and the architecture practice in the development and management of the IT Service Portfolio and Service Catalogue
- Providing technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Solutions Architecture	<ul style="list-style-type: none"> • Leads the development of architectures for complex systems, ensuring consistency with specified requirements agreed with both external, and internal customers. • Takes full responsibility for the balance between functional, service quality and systems management requirements within a significant area of the organisation. • Establishes policy and strategy for the selection of systems architecture components, and co-ordinates design activities, promoting the discipline to ensure consistency.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Ensures that appropriate standards (corporate, industry, national and international) are adhered to. • Within a business change programme, manages the target design, policies and standards, working proactively to maintain a stable, viable architecture and ensure consistency of design across projects within the programme. • Monitors the market to gain knowledge and understanding of currently emerging technologies. • Identifies new and emerging hardware and software technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation, contributes to briefings of staff and management.
Business Architecture	<ul style="list-style-type: none"> • Contributes to the creation and review of a systems capability aligned to the Council Digital Strategy which meets the strategic requirements of the business. • Develops models and plans to drive forward the Council Digital Strategy, taking advantage of opportunities to improve business performance. • Takes responsibility for investigative work to determine requirements and specify effective business processes, through improvements in information systems, data management, practices, procedures, organisation and equipment. • Clearly articulates, and formally reports potential benefits from both structural and incremental change.
Systems Integration	<ul style="list-style-type: none"> • Follows standards and procedures across the IT service lifecycle (including the development lifecycle) and ensures that practitioners adhere to them. • Designs and builds integration components and interfaces. • Leads practical integration work under the technical direction of the system /service designer. • Contributes to the overall design of the integration services. • Defines the technical criteria for product/component selection. • Contributes to decisions about tools, methods and approaches.
Solution Design and Development	<ul style="list-style-type: none"> • Provide technical leadership during the design and development of technical solutions • Interface with Business Analysts and the Digital Solution partners who work with the business, and the Solution Architects translating the Functional Requirements. • Work with collaboratively with the Platform and Infrastructure teams to design a solution. • Provide technical leadership with internal development staff and 3rd party technical consultants, where applicable • Develop conceptual solution components and custom designs using prototyping where relevant • Ensure solutions meet agreed business requirements • Provide technical solutions that encompass the Council's key Hybrid Cloud technologies • Provide guidance and oversight to confirm solution implementation is consistent with standards and policy
Relationship Management	<ul style="list-style-type: none"> • Liaise and maintain effective relationships with vendors. • Liaise with, and build effective relationships with other key information professionals within the organisation and across the unit. • Interface with external organisations/groups related to Development & Analysis.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Must have a proven ability to effectively communicate technical issues both verbally and in writing to non-technical people
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Ensure observance with the Council obligations under the Local Government Act, the Council's commitment to treaty principles. • Keep current with global trends in Business Analysis and Test/Release best practise, ITIL and other related methodologies and standards. • Provide technical leadership for application support • Provide well researched and appropriate technical advice as required • Provide on-the-job support and training to new staff members of IT solutions architecture
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Digital Solutions Architecture	Reports to
Key corporate applications users	Liaise with business units and users and co-ordinate requirements as required.
IT Systems & Operations	Participate in the definition of solutions and provide relevant oversight of delivery
IT Development & Deployment Team	Lead definition of solutions and provide oversight of delivery
Managers in IT Unit	Liaise with and monitor trends in solution delivery to inform management approach
IT Governance	Liaise with and monitor trends in solution delivery to inform delivery approach
IT Service Strategy Design and Planning Team	Liaise with in the coordination of solution delivery
External	Nature of the Relationship
External customers e.g. consultants, external Council service providers	Provision of Products and Services. Liaise and Collaborate with over solution delivery standards, policies and procedures Use of user groups and other networks to keep up to date with advances in n tier technology and processes.

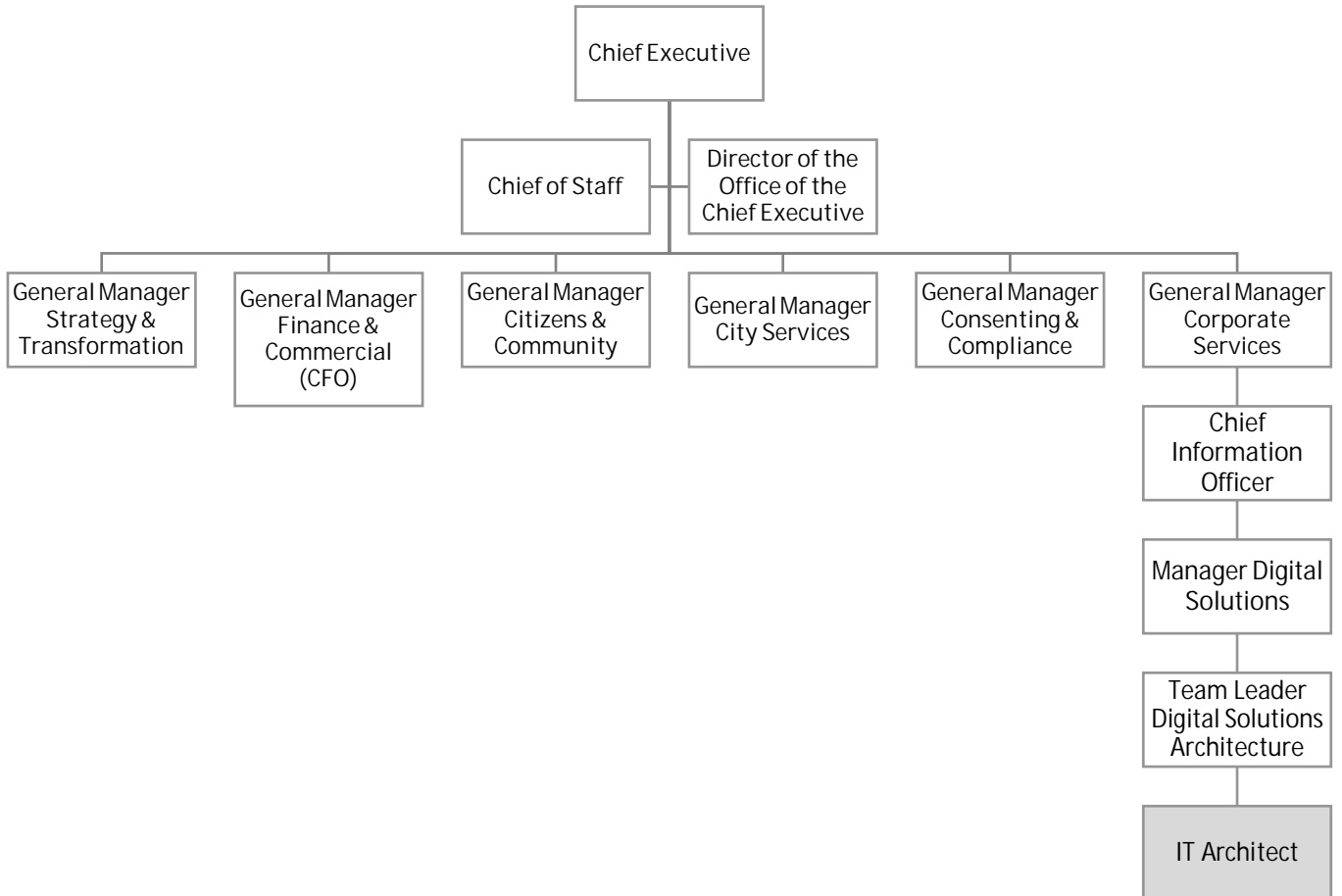
Formal Qualifications and training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science	✓	
ITIL Foundation Certification		✓
Appropriate Industry Qualifications in relevant practices		✓

Key competencies/knowledge/skills/experience	Required	Desirable
10 years IT industry experience with a minimum of 5 years Solution Architecture experience	✓	
ITIL application management and/or service development	✓	
Architecture experience in n tiered systems.	✓	
Business Process Management/Workflow	✓	
Enterprise Integration and SOA	✓	
SDLC and software engineering	✓	
Object-oriented and UML based solution design	✓	
Technical expertise in Open Standards base technologies	✓	
Working knowledge of RDBMS	✓	
System performance analysis and capacity planning		✓
Strategic Focus <ul style="list-style-type: none"> Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
Communication <ul style="list-style-type: none"> Engages with others; listening and showing respect for their input, suggestions and feedback. Puts forwards suggestions, ideas and feedback. Shares relevant information with colleagues. Communicates clearly and constructively, verbally and in writing. Considers their audience and adapts their communication accordingly. 	✓	
Problem Solving <ul style="list-style-type: none"> Is responsive to problems and takes the initiative to find solutions. Is curious and looks beyond the obvious for solutions. 	✓	

Key competencies/knowledge/skills/experience	Required	Desirable
<ul style="list-style-type: none"> • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: IT Portfolio Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager IT Programme and Planning	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The primary responsibilities of the Portfolio Analyst is to:

- Collate and monitor programme, project and portfolio information
- Provide portfolio and programme analysis and reporting,
- Programme planning for the current and future financial years,
- Manage the programme governance process.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Programme Analysis and Reporting	<ul style="list-style-type: none"> • Provide effective reporting (monthly and ad-hoc) and high quality analysis on the IT programmes, including milestones, financials, risk & issues, highlighting and escalating concerns where necessary. Provide insight, advice and recommendations on improving the quality of portfolio delivery. • Create and maintain the appropriate systems (Sentient, Spreadsheets) for recording, monitoring, forecasting and budgeting across the 3 IT programmes. • Analyse the impact (cost, time, benefits) to the programme of project change requests and new projects. • Provide analysis and reporting to the managers, CIO and executive team members on upcoming project demand. Including relative priorities, size and risk of projects to enable sound decisions to be made on the allocation of capital funds. • Maintain programme level registers for projects, i.e. project change register, financial year delivery summaries, programme wide benefits realisation, project lessons learned.
Programme Governance	<ul style="list-style-type: none"> • Provide advice and guidance to managers, project managers and coordinators around project and programme governance, methodology, frameworks and standards.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provide programme governance support, ensuring all projects receive correct management approvals prior to commencing and at key gates during its lifecycle. • Preparation of the monthly governance pack for the Programme and Planning Manager to review, including programme memos, programme status reports, collation of all project approvals and writing of the proposal to delivers for business case approvals. Work collaboratively with the service managers, project managers and project coordinators to achieve this, including delegating tasks to project coordinators. • Ensuring alignment between the IT programme and project processes and the Corporate PMO processes
Programme and Portfolio Planning and Management	<ul style="list-style-type: none"> • Provide an overview of the IT Unit resource capacity by producing resource forecasting as required. • Creating and maintaining a register of all in progress business cases, including assigning tracking IDs and updating status to enable accurate reporting of IT investment demand on a monthly and annual basis. • Analysis of financial benefits of business cases to ensure that the programme meets the operational savings targets set by the Council. • Review completed business cases assessing the quality and completeness, advising the writer of the governance process. Create related portfolio analysis and approval documentation. • Assist the Programme and Planning Manager to create rolling three-year programme plans in conjunction with the IT Managers and the Architect. • Identify and implement continuous improvement of the Programme and Portfolio Management methodology, processes and templates under the guidance of the Programme and Planning Manager.
Contribution to the Wider IT Team	<ul style="list-style-type: none"> • Share project information and lessons learned • Identify training and development needs • Actively contribute to project and unit meetings as appropriate • Proactively effect a collaborative and customer service focussed image for the Programme and Planning team and the wider IT Unit • Liaise with, and build effective relationships with all contacts both internal and external to Council
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship
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Manager IT Programme and Planning	Reports to
Manager IT Programme and Planning	Take direction from; Provide Programme reporting and analysis; Escalate programme risks and issues. Work collaboratively and communicates with.
Programme Sponsor (Director of Corporate Services) and CIO	Provide Programme and portfolio reporting and analysis;
ELT Business Change Board	Provide programme reporting and analysis, creation of the monthly governance pack
IT Managers	Works collaboratively and communicates with Provides advice on project and programme governance
Project/Programme Managers, Project Coordinators	Works collaboratively and communicates with Provides advice on project and programme governance
External	Nature of the Relationship
3 rd Party Vendors	Administer and provide project point of contact for vendor and third party relationships as appropriate

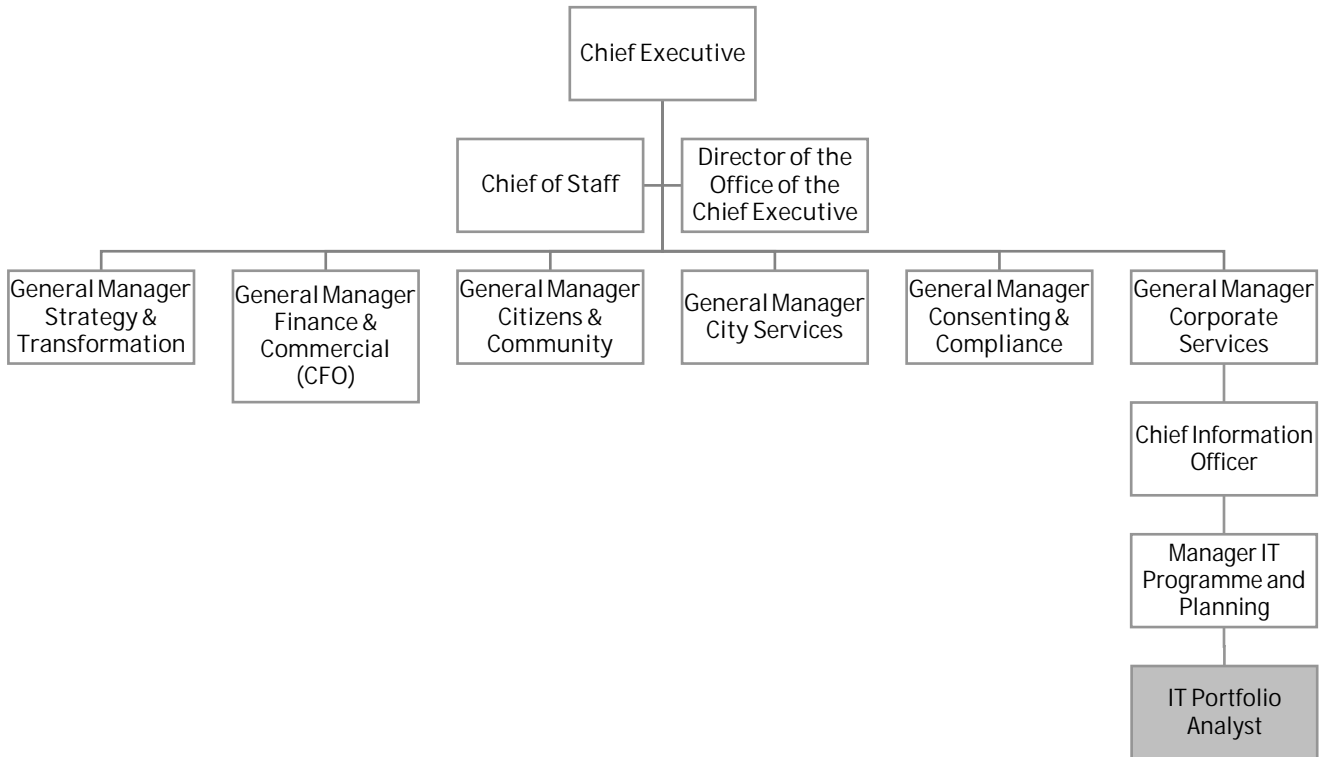
Formal Qualifications and Training	Required	Desirable
Undergraduate university degree (e.g. ICT, Business) or equivalent	✓	
Formal Project Management Training		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 5 years' experience in PMO related roles - portfolio analysis, project/programme coordination, project management.	✓	
Experience setting up, monitoring and reporting on project/programme financials and budgets.	✓	
Knowledge and experience with the application of project management methodologies (PMBOK preferred)	✓	
Advanced knowledge of the Microsoft software packages and proven computer skills, including proven experience in MS Excel of accurately managing and maintaining large datasets	✓	
Excellent numerical and analytical skills with a high standard of accuracy being required	✓	
Superb written and verbal communication skills including the ability to present complex and financial information clearly and accurately	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long-term strategies that steer the nature of the services Council delivers. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: IT Portfolio Planner	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager IT Programme and Planning	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

To provide high quality programme scheduling and planning analysis support to the wider capital delivery teams. You will be relied upon to analyse critical paths and constraints and work as part of a team to identify strategies to mitigate project slippage or conflicts. You will also provide advice and guidance on the resource planning lifecycle methodology and reporting frameworks for capturing and utilising this data. This position will be working closely with Business Units and Information Technology (IT) to support the delivery of improved processes, reporting, training and business change.

- Be the subject matter expert on project scheduling and resource management within the Information Technology Unit and providing quality assurance that the methodology is implemented appropriately.
- To develop and refine clear planning standards and resource management processes.
- To implement resource-based planning approaches and detailed plans
- To implement resource management for all IT Programmes in support of the Information Technology initiatives
- Work closely with Project Managers, Platform Managers and overall Information Technology management team for resource optimization

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Project planning & scheduling	<ul style="list-style-type: none"> • Support and assist project team to develop and manage project schedules during planning and execution phases. • Assuring project and programmes plans and working to ensure that relevant risks, issues, assumptions and dependencies are highlighted at appropriate levels. • Analyse schedule variances and assist delivery teams and portfolio analyst to bring schedule back on track.
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Key Areas Of Accountability

<p>Resource Management</p>	<ul style="list-style-type: none"> • Develop, implement and maintain IT resource management process • Work with Project Managers to understand and agree resource demand forecasts for the Programme, validating data from Project plans and resource forecasts, assisting with impact assessments of new changes or change control to in-flight work. • Management of the reporting, monitoring and coordination of the IT resource management process • Working with functional leads to confirm current resource capacity analysis of supply versus demand and reporting any over allocation. • Reporting on actuals - collating and analysing actuals resource usage from timesheet systems, quality checking, reporting information into Programme Management and Planning team. • Management and maintenance of databases • Regularly evaluate process effectiveness • Contribute to other programmes and initiatives • Managing a full range of projects and platform initiatives resource plans in accordance with Council's project management methodology • Ensuring risks and issues are identified, recorded and communicated in a timely fashion. Escalating those that cannot be avoided by the project manager to the appropriate project governance body. • Working collaboratively across the IT Unit to resolve complex issues and avoid risks to the project. • Report and monitor identified resource interdependencies between projects within the action plan. • Generate dashboards ensuring the project delivers the agreed project, within scope, time and budget. • Ensuring the project team and key stakeholders are kept informed across relevant project activities. • Develop concise descriptions of quality assurance requirements between IT areas • Maintain a working knowledge of trends and developments and explore opportunities for improvements. • Provide specialist advice, assistance and support as required. • Identify tools and techniques to improve resource management.
<p>Reporting & Communication</p>	<ul style="list-style-type: none"> • Creation and tracking of reports to governance and management • Responsible for regular formal reports • Responsible for ensuring an effective resource planning communication is in place and is followed. • Ensuring all communications are clear and appropriate for the intended audience.

Key Areas Of Accountability

	<ul style="list-style-type: none"> Responsible for regular formal project reports in accordance with Council's Project Management Methodology and tools
Administration	<ul style="list-style-type: none"> Provide assistance to project and platform managers as and when required. Actively contribute to project and unit meetings as appropriate. Organise meetings, prepare agendas and papers, keep minutes and follow up on action points as required. Maintain projects' web presence on the intranet, as required. Collate and distribute Status Reports, Steering Board Reports, Governance Board Reports and reports to Council. Responsible for ensuring appropriate programme and project documentation is maintained and appropriate approvals are obtained. Ensure lessons learned are collected and documented Carry out project initiation and set up processes. Ensure project methodology is followed and all appropriate approvals are gained. Ensure record keeping, document management and archiving requirements for projects are met. Assist with other project tasks as requested.
Relationship Management and Customer Service	<ul style="list-style-type: none"> Liaise and build relationships across the organisation Coordination of stakeholder engagement Establish and proactively manage internal relationships. Ensure that customers (both internal and external) receive advice that achieves the best possible business process improvement outcomes.
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values Champion resource management practice and its benefits. Providing training and guidance on resource planning to all involved in project management, as well as new leaders and other staff
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship
Manager IT Programme and Planning	Reports to
Platform Managers	Provide programme reporting and analysis to through creation of the monthly governance pack
IT Managers/Team leaders	Works collaboratively, provides advice on project and programme governance
Project/Programme Managers, Project Coordinators	Works collaboratively, provides advice on project and programme governance
External	Nature of the Relationship
3rd Party Vendors	Administer and provide project point of contact for vendor and third party relationships as appropriate

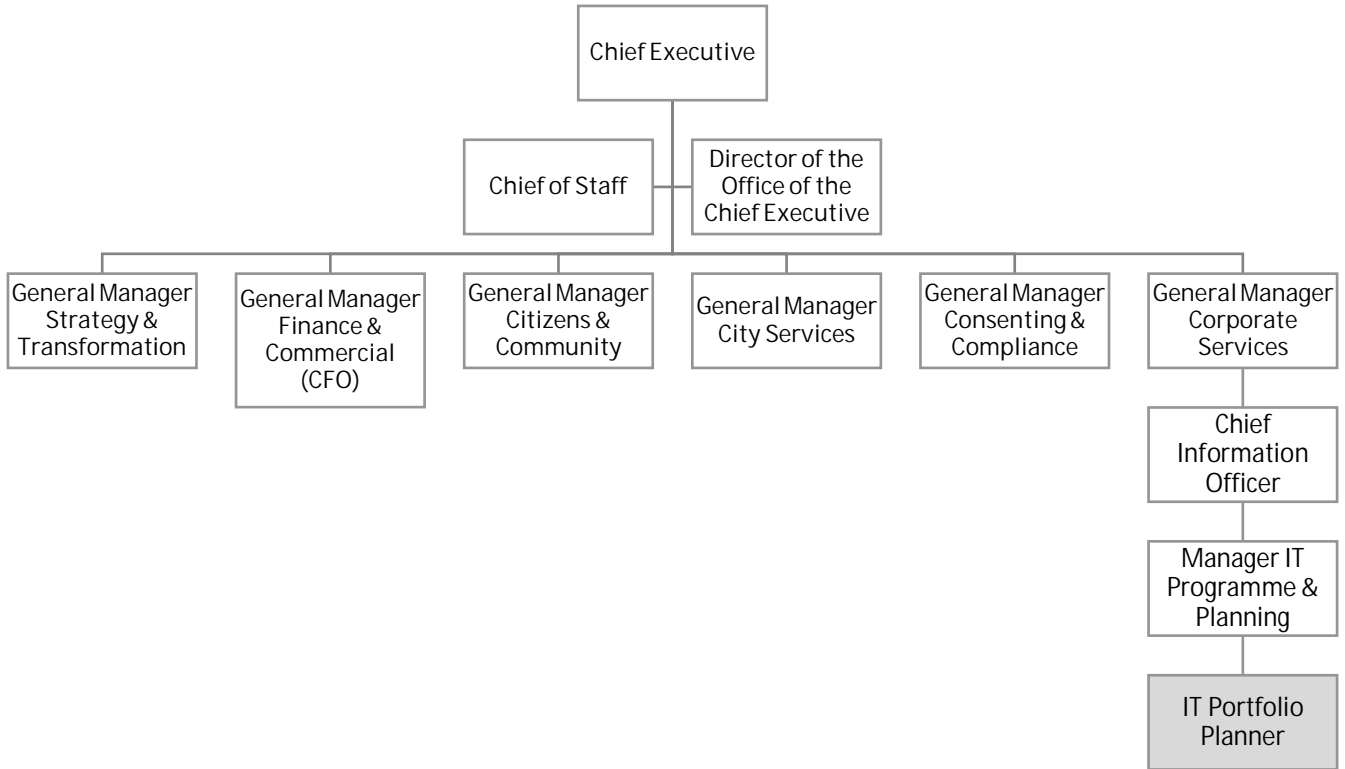
Formal Qualifications and Training	Required	Desirable
Relevant tertiary qualification at Bachelor level (likely to be Bachelor of Information Technology) or equivalent experience	✓	
Project Management qualification		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 5 years in IT environment, with minimum 3 years' experience in IT programme management office related roles - portfolio analysis, project/programme coordination, project management.	✓	
Proven experience in information technology Resource Planning, developing and implementing resource planning & management, working successfully within allocated budgets.		✓
Sound experience with IT Project Management and Demand Management processes		✓
An ability to build functional relationships with technical experts from a range of disciplines.	✓	
Expert in using modelling software (Advanced Excel, Visio, MS Project, Primavera or similar programming and schedule management tools)	✓	
Experience of working within IT environments and a solid understanding of the Software Delivery Lifecycle (SDLC)	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Planning & Self Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: IT Specialist (Asset & Financial)	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader IT Asset Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- Maintain efficient and accurate information for IT asset, financial and/or purchasing activities using Council systems
- Lead the on-going development of IT asset management so that lifecycle costs are optimised and agreed levels of service achieved.
- Manage the purchasing of all IT software and hardware assets and other IT services
- Be the subject matter expert for the management of IT assets, financial and/or purchasing processes ensuring systems and processes are based on IT industry best practice.
- Ensure assets are planned, acquired, managed and disposed of following industry best practice

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Asset Management	<ul style="list-style-type: none"> • Set standards and processes for Council IT asset management based on industry best practice. Maintain the IT asset management framework for Council. • Provide advice and guidance to service managers and other IT staff on the management of assets, influencing service teams to comply with the Asset management standards and processes. Provide a cross-unit view of assets to service teams. • Engage, as appropriate, in the Asset Planning, Acquisition, Maintenance and Retirement phases working alongside project managers, service managers and other IT staff to ensure the IT Asset management is carried out effectively. • Manage the Asset and Contracts IT Service Management queue ensuring business requests for IT assets are fulfilled in a timely manner following IT processes and ensuring appropriate communication with all relevant IT staff. • Audit assets regularly
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Key Areas Of Accountability	
Reporting and Analysis	<ul style="list-style-type: none"> • Develop appropriate reports for IT managers on IT assets, financials and purchasing activities • Provide analysis, problem solving and reporting across a wide variety of programme and planning team subject areas - projects, costs, assets, staff, budgets, assets, licenses, compliance with standards and processes • Proactive reporting across the IT assets and services to enable identification of opportunities for optimising IT asset or service costs • Accurately maintain a variety of registers to support the goals of the programme and planning team, including IT business case register, IT unit accommodation, IT Contractors • Financial monitoring and reporting of capital equipment and software budgets. Financial monitoring and reporting of operational software licensing training, consultancy and contractor budgets • Input into annual and long-term planning cycles ensuring changes to software licensing, IT services and IT asset costs are reflected accurately.
Systems and Processes	<ul style="list-style-type: none"> • Provide support for IT asset, licensing and financial related systems, processes and data management • Develop and maintain standards and policies for IT asset management systems and the procurement of IT Assets and services • Manage training for staff who use IT systems that you manage • Engage in the continuous improvement of the Council IT asset management systems. Keeping up to date with industry changes and best practices • Work collaboratively with other IT stakeholders • Ensure all relevant data is accurately maintained in all relevant systems
Purchasing of IT Assets and Services	<ul style="list-style-type: none"> • Manage the purchasing of all IT services (incl. contractors) and IT hardware/software assets in accordance with Council procurement policies • Ensure all software and hardware is appropriately licensed • Validate and process IT asset and service payments • Represent, support, coach and advise IT staff in IT and Council purchasing processes, including the hiring of IT Contractors. • Creation and/or quality control across all IT created asset, service and contractor related documents (SOWS, RSO) • Manage all Purchase orders, invoices and reconciliations for IT Assets and Services
Licensing (Software and Hardware)	<ul style="list-style-type: none"> • Manage all software licenses, warranties, maintenance agreements and vendor contracts. Carry out licensing 'true ups' ensuring compliance with license numbers and conditions. • Maintain records of all software and hardware licenses to enable sound management of IT assets • Liaise and problem solve with the relevant IT managers to ensure contract conditions are understood and IT unit is getting best value from each contract • Planning and forecasting costs for future financial years. Proactively looking for cost savings • Regularly monitor current year costs, providing early warning to budget holders of any issues. Provide reports/data/analysis to the budget holder as appropriate • Liaise with vendors as appropriate to ensure up to date licensing

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Liaise with Council procurement team to work collectively to optimise asset spend • Be an expert across some of the major cross-unit vendor's licensing entitlements, i.e. Microsoft licensing
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader IT Asset Management	Reports to
IT Management Team and IT Project Managers	Advice and guidance on the purchase of Assets and other IT purchases and contracts. Working together on the hiring of IT contractors.
IT Staff	Provision of IT asset / Contract / Financial / Purchasing support
IT Users in the organisation	Provide timely support
External	Nature of the Relationship
External Service Providers	Liaise with suppliers and other 3rd parties

Formal Qualifications and Training	Required	Desirable
Degree in Information Management, Procurement, Accounting or Business Administration	✓	
ITIL - foundation certificate, Software Asset Management Certificate		✓
Microsoft Licensing professional certificate		✓

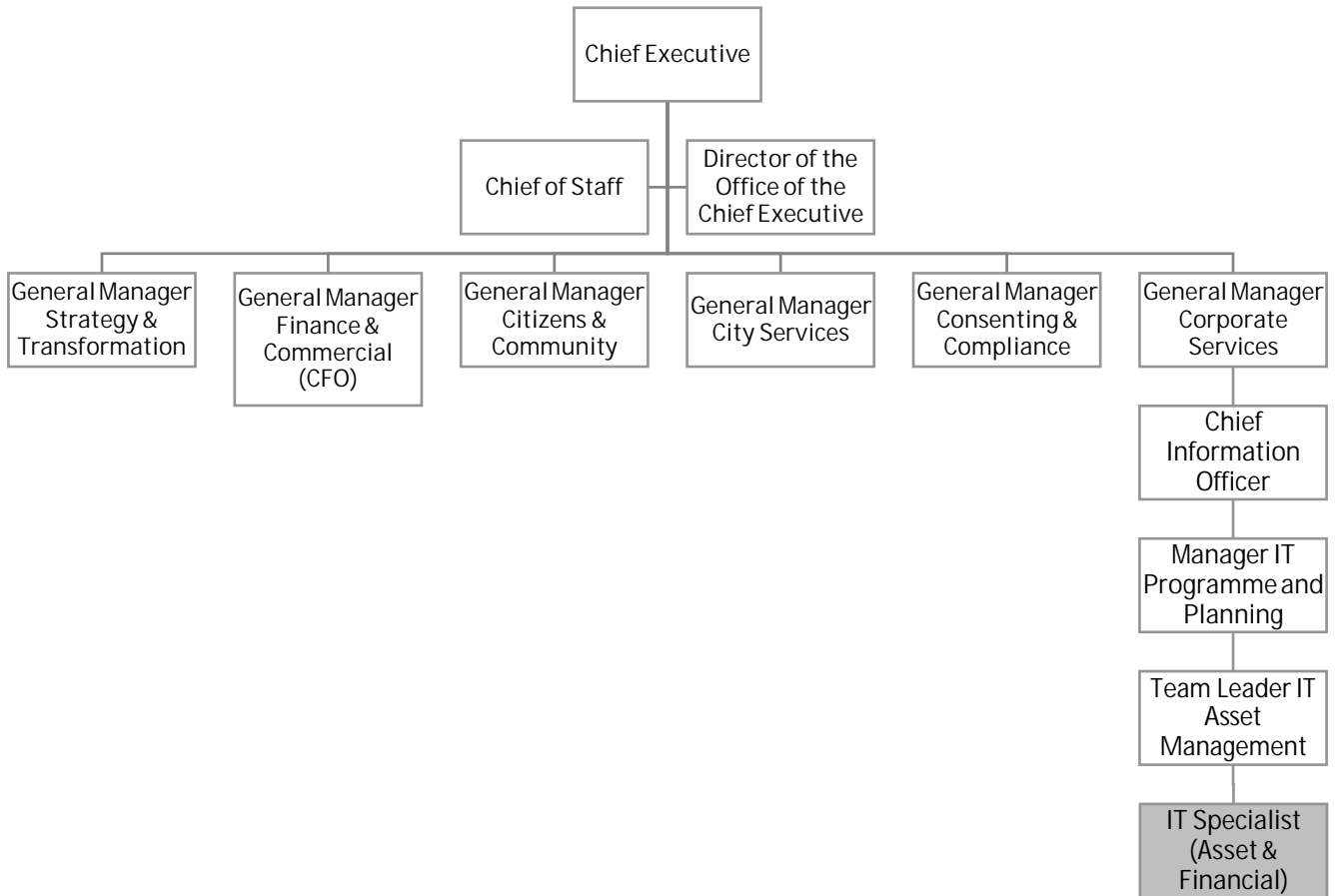
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
At least 6-7 years advanced experience in an IT department in a large organisation with specialist IT experience in either IT Asset Management, IT Software/hardware licensing, IT Procurement/contract administration or IT Financial processes.	✓	
Experience in working collaboratively with a range of people at all levels within an organisation (software users, peers, IT managers, general and senior managers,	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
vendors). Ability to communicate technical and complicated information clearly and succinctly to non-technical people.		
Significant experience in analysis and reporting (IT assets, financial or purchasing).	✓	
Experience working in large organisation with demonstrable cost savings from asset audit, reconciliation and contract renewals for assets totalling greater than \$10m.	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Understanding Council <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Focus on Results <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Problem Solving <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Junior Software Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager EcoSystem Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing solutions complying with the Council's Solution Architecture. This role will work with more senior software engineers across a number of integrations. The role will also work with Architect's to ensure solutions are aligned with the ICT and business strategy.

The role will also work with the other departments within IT to understand business needs, analyse business requirements, analyse technical infrastructure and processes and be involved with solution recommendations based on the alignment with current ICT strategy and architecture and implementation of those technical solutions. The role will work within agile teams using the SCRUM framework.

The Junior Software Engineer is responsible for:

- Detailed design, coding, unit testing and deployment activities
- Working with the Architect's to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture.
- Contributing to robust design processes for technical solutions
- Ensuring the technical integrity of solutions
- Contributing to the information architecture
- Working with senior software engineers to implement initiatives to continuously improve the design and development process
- Ensuring compliance to quality standards
- Clear communications with all solution stakeholders
- Producing high quality documentation

General:

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- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis and Design	<ul style="list-style-type: none"> • Work with IT customers, business and functional analysts to translate requirements into technical specifications • Assist colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT solution architecture • Understand how the application 'enables' the business process.
Development	<ul style="list-style-type: none"> • Develop applications using IT methodologies • Code functions a wide range programming language • Provide technical documentation to enable the support of development work
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure developed integrations meet quality standards, including (but not limited to) efficient and effective coding, documentation. • Perform unit testing as integrations/modules are built • Support acceptance testing • Document test results • Fix defects identified during testing
Implementation	<ul style="list-style-type: none"> • Assist in the development of transition/implementation plans in accordance with change/release policy and practice • Action transition/implementation plan in accordance with change and release management policies
Support and Maintenance	<ul style="list-style-type: none"> • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager EcoSystem Platform	Report to - communicates progress, development and learning objectives and relevant issues
IT Project Managers	Reports to (for project issues and deliverables)
Senior Software Engineers	Receives mentoring and coaching from to aid professional development
Unit members	Working collaboratively with

Council Business Units (customers)	Liaise with
External	Nature of the Relationship
Software vendors and 3 rd party developers	Liaise and work collaboratively with

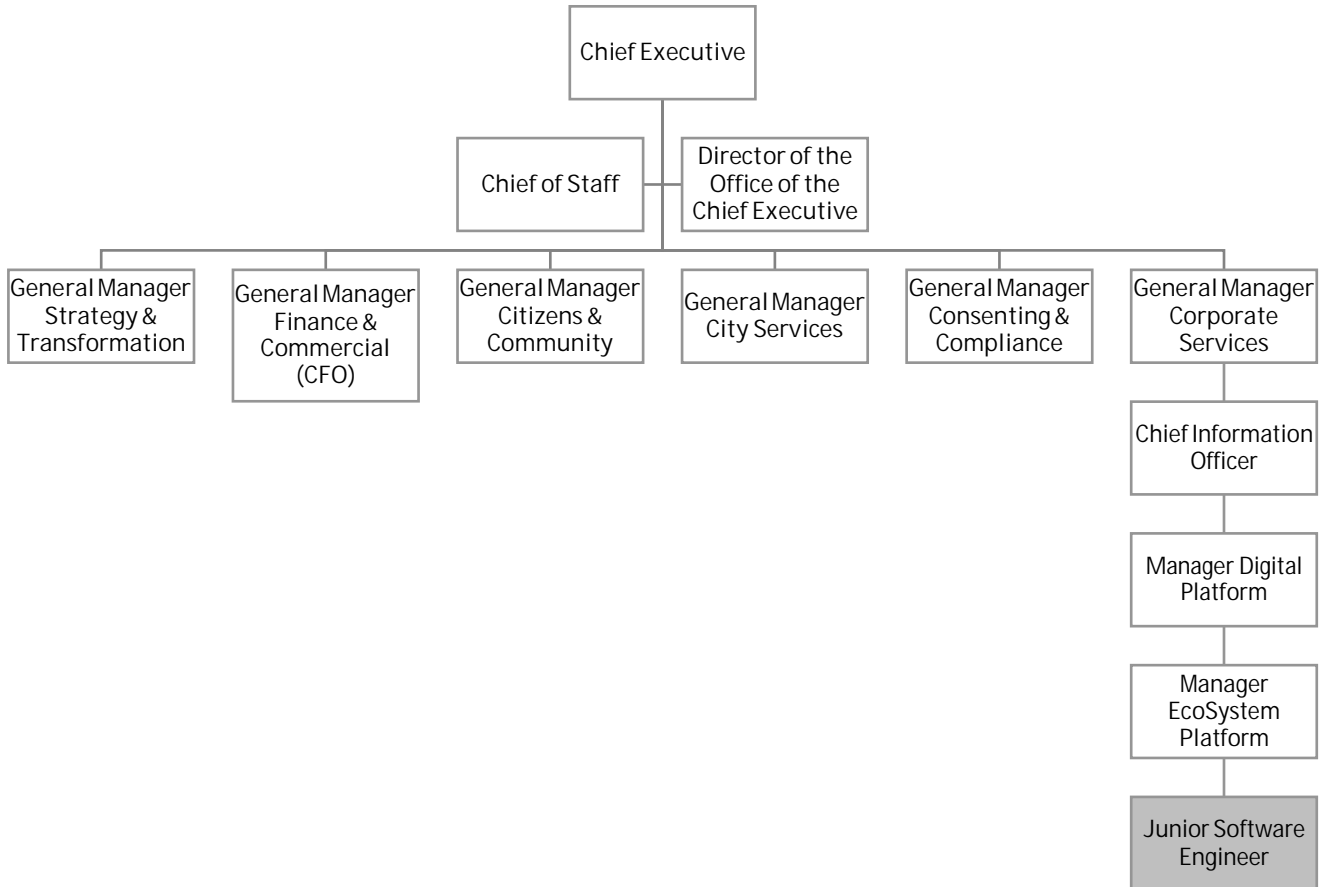
Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Some software development experience in a commercial environment		✓
Principles and techniques of systems analysis, design and testing	✓	
Principles of integration documentation	✓	
Principles of integration design	✓	
Analyse business problems and developing solutions to address	✓	
Develop test data and analyse problems in integrations	✓	
Express difficult and complex concepts clearly and concisely both orally and in writing	✓	
Write clear and logical program documentation	✓	
Learn the characteristics of new systems and update skills to adapt to changing technology	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Lead Test Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Testing and Deployment	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

Responsibility to lead a team through the preparation of test strategies, test plans and test cases, test execution, preparation and presentation of testing reports and communication with business and IT stakeholders. This would include systems test, functional test, integration test, regression test and user acceptance testing through to implementation as well as providing appropriate test automation solutions.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Test Management	<ul style="list-style-type: none"> • Management of full testing lifecycle • Prepare and execute test strategies and plans and testing approach for a series of testing phases, including: data migration testing; Functional testing; Integration Testing; Regression Testing; Fault Testing; and UAT • Control effective use of tools and automation and ensure that process is followed for the maintenance of test automation • Manage process, sign offs, scheduling activities. • Regular reporting to Project manager
Testing	<ul style="list-style-type: none"> • Review test plans for accuracy and understanding • Participate in requirements walkthrough(s) • Participate in design walkthrough(s) • Develop Test estimates • Identify and document environment requirements • Analyse Software Architecture Design documents and Use cases and write/update test requirement matrices

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Write, develop and/or update test scripts and follow the processes in place for the maintenance of automated tests • Setup test data as required to support test execution • Undertake test execution of assigned test scripts • Record defects when actual results do not match expected results • Maintain evidence of all tests executed for assigned test type • Re-test for defect resolution • Identify and report all testing-related issues and risks that may impact on the quality and or delivery time of the test output • Provide status updates • Record required process and/or product measurements • The scope of the testing is from unit testing through to Customer Acceptance Test and includes the maintenance of regression tests.
Test Automation	<ul style="list-style-type: none"> • Be involved in the selection and development of appropriate test automation methodology and techniques e.g., data-driven testing and Test Driven Development. • Use risk-driven techniques to identify, develop, maintain, and execute automated test suites for various applications. • Develop and/or specify automated tests using appropriate test tools • Integrate the test suites into the test management system and custom test harnesses. • Work with teams to capture and re-use automated Unit Test Cases, Test Stubs and Drivers, and other Development test objects. • Ensure proper version control and configuration management of all test objects developed and test environments used.
Team Work	<ul style="list-style-type: none"> • Assist the development teams to which you are assigned to meet deadlines. • Provide support and encouragement to other team members • Participate in the up-skilling and training of colleagues and new hires • Continually focus on improvement of the testing process providing input into solutions.
Communication and Relationship Building	<ul style="list-style-type: none"> • Manage client/stakeholder expectations regarding test schedule and deliverables. Maintain a high level of customer /user interaction • Liaise with and build relationships with other key information professionals within the organisation. • Liaise with key stakeholder groups to ensure the test needs of the clients are identified • Interface with external organisations/groups related to test management
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL

Key Areas Of Accountability	
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Testing and Deployment	Reports to
IT Manager and Staff	Support and Advice
Team leaders and Managers	Interaction, Support and Advice
Project Managers/Leaders	Interaction, Support and Advice
Testing Personnel	Interaction, Support and Advice
Users	Interaction, Support and Advice
External	Nature of the Relationship
Vendors and Suppliers	Liaise with

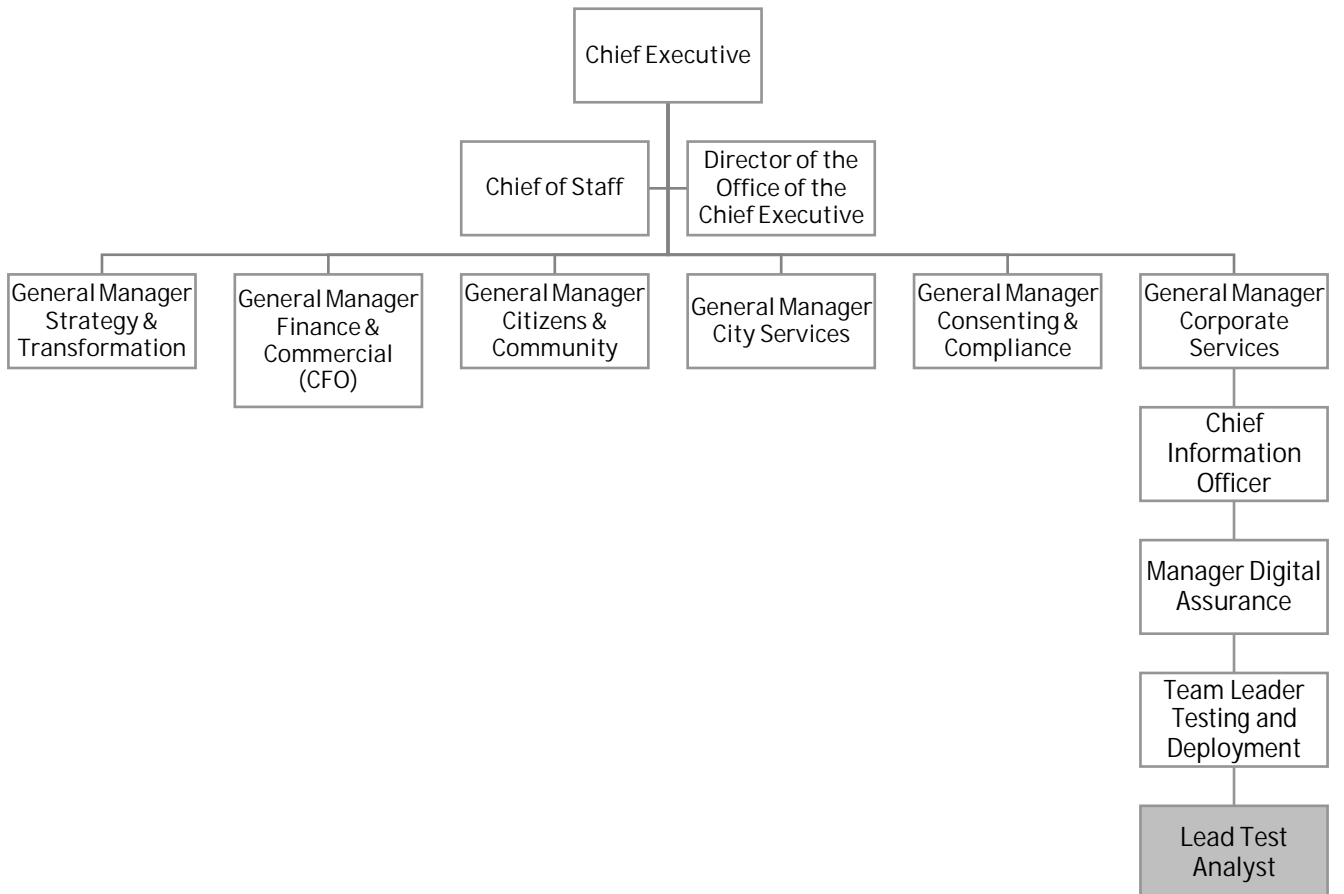
Formal Qualifications and Training	Required	Desirable
Tertiary Qualification in information technology or equivalent industry experience	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Must be able to create high-level test strategy documentation and detailed test documents (e.g. test plans, test requirements (function and condition lists) test scripts, test execution log)	✓	
Previous Test Lead experience – must have lead teams of 3+ testers for a minimum of 3 years, and at least 7 years overall industry experience	✓	
Demonstrated experience of achieving results and managing the performance of projects and systems	✓	
Test planning and execution for large projects (i.e. 6 months or greater in duration, \$1m or greater in budget)		✓
Must be familiar with industry standard terms and techniques for testing and be able to apply them	✓	
Must have a high level of analysis skills and be familiar with analysing data models and use cases (or other forms of user/functional requirements)	✓	
Must be able to develop test cases from high-level system documents (e.g from use cases, functional requirements, functional design specifications)	✓	
Can effectively understand and communicate with technical and business resources	✓	
Familiar with software development lifecycle methodologies	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
General knowledge of testing tools, and a general knowledge of testing environment considerations	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Lead Test Analyst & Monitoring Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Manager Eco System Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

Responsible for establishing a program to enable and deliver effective interface performance monitoring in the IT Eco System. Lead a team through the preparation of test strategies, test plans and test cases, test execution, preparation and presentation of testing reports and communication with business and IT stakeholders. This would include systems test, functional test, integration test, regression test and user acceptance testing through to implementation as well as providing appropriate test automation solutions.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Test Management	<ul style="list-style-type: none"> • Management of full testing lifecycle • Prepare and execute test strategies and plans and testing approach for a series of testing phases, including: data migration testing; Functional testing; Integration Testing; Regression Testing; Fault Testing; and UAT • Control effective use of tools and automation and ensure that process is followed for the maintenance of test automation • Manage process, sign offs, scheduling activities. • Regular reporting to Project manager
Testing	<ul style="list-style-type: none"> • Review test plans for accuracy and understanding • Participate in requirements walkthrough(s) • Participate in design walkthrough(s) • Develop Test estimates • Identify and document environment requirements • Analyse Software Architecture Design documents and Use cases and write/update test requirement matrices

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Write, develop and/or update test scripts and follow the processes in place for the maintenance of automated tests • Setup test data as required to support test execution • Undertake test execution of assigned test scripts • Record defects when actual results do not match expected results • Maintain evidence of all tests executed for assigned test type • Re-test for defect resolution • Identify and report all testing-related issues and risks that may impact on the quality and or delivery time of the test output • Provide status updates • Record required process and/or product measurements • The scope of the testing is from unit testing through to Customer Acceptance Test and includes the maintenance of regression tests.
Monitoring	<ul style="list-style-type: none"> • Establish a program to enable and deliver effective interface monitoring, define a methodology to analyse and interpret baseline metrics and track baseline metrics to monitor normal operations characteristics in the IT Eco system • Proactively monitor interfaces and get detailed real-time reports on utilization and various interface parameters. • Diagnose and asses transaction performance, from applications to end-user interface • Coordinate source of performance issue, determine the impact, assist with root cause analysis and the solution • Provide dashboards to view and analyse performance for IT Eco system. • Check the availability status of interfaces and monitor speed on the interface, errors. • Provide information to alert/help IT staff with the ability to resolve issues before end users even experience change directly mitigating the impact that outages will have on end users. • Promote knowledge sharing across IT and providing insights about the IT Eco System areas that deserve the most attention and investment.
Security	<ul style="list-style-type: none"> • Understanding security checks for user interfaces and APIs • Championing security and help provide visibility to management • Complete tasks and basic checks for performance monitoring and security
Test Automation	<ul style="list-style-type: none"> • Be involved in the selection and development of appropriate test automation methodology and techniques e.g., data-driven testing and Test Driven Development. • Use risk-driven techniques to identify, develop, maintain, and execute automated test suites for various applications. • Develop and/or specify automated tests using appropriate test tools • Integrate the test suites into the test management system and custom test harnesses. • Work with teams to capture and re-use automated Unit Test Cases, Test Stubs and Drivers, and other Development test objects. • Ensure proper version control and configuration management of all test objects developed and test environments used.
Team Work	<ul style="list-style-type: none"> • Assist the development teams to which you are assigned to meet deadlines. • Provide support and encouragement to other team members

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Participate in the up-skilling and training of colleagues and new hires • Continually focus on improvement of the testing process providing input into solutions.
Communication and Relationship Building	<ul style="list-style-type: none"> • Manage client/stakeholder expectations regarding test schedule and deliverables. Maintain a high level of customer /user interaction • Liaise with and build relationships with other key information professionals within the organisation. • Liaise with key stakeholder groups to ensure the test needs of the clients are identified • Interface with external organisations/groups related to test management
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Eco System Platform	Reports to
IT Manager and Staff	Support and Advice
Team leaders and Managers	Interaction, Support and Advice
Project Managers/Leaders	Interaction, Support and Advice
Testing Personnel	Interaction, Support and Advice
Users	Interaction, Support and Advice
External	Nature of the Relationship
Vendors and Suppliers	Liaise with

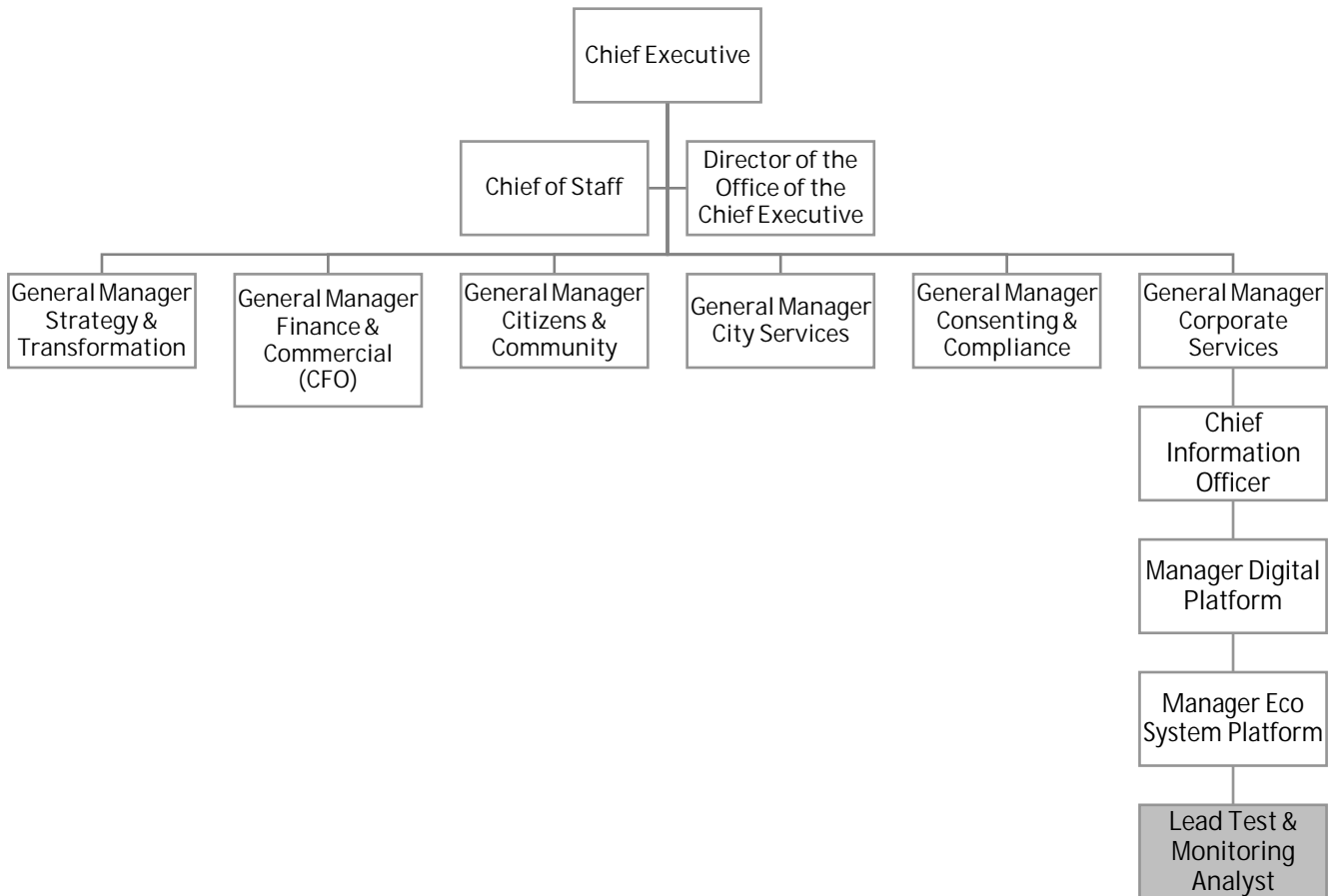
Formal Qualifications and Training	Required	Desirable
Tertiary Qualification in information technology or equivalent industry experience	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Must be able to create high-level test strategy documentation and detailed test documents (e.g. test plans, test requirements (function and condition lists) test scripts, test execution log)	✓	
Previous Test Lead experience – must have lead teams of 3+ testers for a minimum of 3 years, and at least 7 years overall industry experience	✓	
Demonstrated experience of achieving results and managing the performance of projects and systems	✓	
Test planning and execution for large projects (i.e. 6 months or greater in duration, \$1m or greater in budget)		✓
Must be familiar with industry standard terms and techniques for testing and be able to apply them	✓	
Must have a high level of analysis skills and be familiar with analysing data models and use cases (or other forms of user/functional requirements)	✓	
Must be able to develop test cases from high-level system documents (e.g from use cases, functional requirements, functional design specifications)	✓	
Can effectively understand and communicate with technical and business resources	✓	
Familiar with software development lifecycle methodologies	✓	
General knowledge of testing tools, and a general knowledge of testing environment considerations	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Focus on Results <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Network Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader IT Data Network	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The key focus of this role is to provide technical support through the provision of 2nd and 3rd level support for all users of the Council systems. Network support includes (but is not limited to)

- Collaboration with other internal operational support teams and in partnership with external vendors, for the provision and ongoing support of the overall Network Services to the Council.
- Overview of the operational capacity providing LAN/WAN network support, monitoring and maintenance.
- Provision of advice, and delivering and supporting a wide variety of technology solutions for customers.
- Support day to day operations include problem solving, trouble-shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, and 2nd/3rd level support for the Councils Network Service.
- Follow the Service Operations principles of incident, problem, change, release, and capacity and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Services	<ul style="list-style-type: none"> • To be effective in recognising high priority and urgent incidents that have the potential to disrupt a significant number of customers or adversely impact public perception of the Council and to ensure they are assigned the appropriate level of priority for resolution. • Responds to and resolves incidents and requests for assistance from customers (through the Service Desk), including problem assessment and diagnostics, in accordance with negotiated Service Level Agreements. • Contributes to the assessment of network security related matters, in collaboration with the network specialist.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Takes a proactive approach to the delivery of network services by planning maintenance schedules, implementing pre-emptive fixes, and contributing to forward planning in collaboration with the network specialist. • Assists in the mentoring of Service Desk staff to provide the best possible service to customers, including by the provision of the management, authoring and maintenance of quality knowledge base and technical articles. • Elicit information from users to determine potential causes of a problem or fault and the extent of its impact (user or wide spread) • Ensure users have knowledge to act in ways that support system security and data integrity.
<p>Monitoring, Maintenance and Reporting of Availability</p>	<ul style="list-style-type: none"> • Contributes to the overall design of IT data / voice / environmental solutions to deliver the levels of availability required by the business. • Assists in the provision of a range of network availability reporting to ensure the agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis. • Assists in identifying and reporting security violations. • Assists with monitoring, evaluating and maintaining systems and procedures to protect information systems from inappropriate access. • Optimises the availability of the IT data / voice / environmental infrastructure to deliver cost effective improvements that deliver tangible benefits to the business as determined by IT leadership. • Assists in the reduction in the frequency and duration on incidents that impact IT availability, through monitoring and approved maintenance activities.
<p>Service Operations</p>	<ul style="list-style-type: none"> • Installs, configures, upgrades and develops data / voice /environmental equipment and associated software / firmware, in collaboration with the other specialists • Assists with maintaining levels of availability, reliability and performance which meets customer service requirements. This includes LAN and WAN connectivity as well as remote access for Council staff and some 3rd parties. • Ensures adequate backup and restore procedures are maintained, documented and tested for data / voice / environmental systems, in collaboration with the specialist and external service providers. • Creates and maintains documentation necessary for the support and smooth running of the operational IT data / voice / environmental services and infrastructure. • Maintains a sound knowledge of the LAN/WAN network architecture, to assist with consultation on the development and enhancement of new network services. • Supports Business Continuity and / or DR Plan for Council IT. • Involved in planning and coordination the testing of business continuity and disaster recovery for IT Network.
<p>Business / Service Improvement</p>	<ul style="list-style-type: none"> • Provides Continual Service Improvement, addressing both provision of functionality and provision of service in consultation with the network specialist. • Document and record all technology enhancement activity in accordance with current policy and practice.
<p>Relationship Management and Vendor Relations.</p>	<ul style="list-style-type: none"> • Maintains clear, accurate, complete and timely communications as per agreed IT communication standards.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Collaborate with colleagues across the organisation to achieve shared goals; develops and maintains a wide array of internal and external networks and proactively removes barriers to create teamwork amongst diverse teams. • Establish a good rapport with appropriate vendor representatives and support staff. • Logs, maintains and reconciles support calls to the vendor for systems and applications. • Assesses and understands available solutions, in order to be able to advise customers and specialist of the best possible solution to meet documented requirements
Teamwork	<ul style="list-style-type: none"> • Consults appropriately within the Council's IT unit when scheduling management and maintenance activities. • Fully documents all work in a logical and consistent manner. • Promotes and engages in information sharing, technical assistance, advice and support of other team members. • Collaborate with members of other support teams to assist in the development of solutions that work efficiently and securely within the Council's infrastructure environment. • Participates as a key resource in projects and initiatives, and works to project plans, and delivery to agreed timeframes. • Consults with the network specialist and external service providers to ensure the stability, availability and performance of network services.
Change and Release Management	<ul style="list-style-type: none"> • Initiates and processes data / voice / environmental infrastructure change requests (CRs), to resolve problems, meet new business needs, carry out critical or major service upgrades or installations, or for operational software / firmware rollouts or updates. • Contributes technical detail for the development of data / voice / environmental release plans including development and testing stages.
Incident and Problem Management	<ul style="list-style-type: none"> • Provides skilled 2nd/3rd level support for data / voice / environmental infrastructure incidents and problems as assigned. This includes: <ul style="list-style-type: none"> ○ Investigation, diagnosis of incidents and restoration of normal service operation within agreed service levels. ○ Assistance with the identifying of underlying root cause of problems and prevention of recurrence through the initiation and implementation of approved service changes requests where necessary. ○ Proactive monitoring to identify underlying problems to prevent incidents from occurring. ○ Contributing to the management and resolution of major or significant Incidents (with serious and adverse impact on services to the Customer) for which a resolution must be found. ○ Contributing through the network specialist major incident and problem reviews.
Security	<ul style="list-style-type: none"> • Adhere to security policies and requirements of the Council. • Is conscious of security requirements for confidential and sensitive data, and the systems that support it. • Maintains a current understanding of technology related security threats, and manages and applies security and other patches and updates to data / voice / environmental technology devices in a timely manner, taking into account the need to minimise impact to the business.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Support and advise other team members in the analysis and resolution of a wide variety of incident and problems and can provide problem management support across teams for their area of specialism.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader IT Data Network	Reports to, is guided by and directed for specific network support and maintenance tasks.
IT Staff	Works collaboratively with, mentors as needed and coordinates streams of activity with.
IT Service Desk	Provide support to, manage incidents, and escalate as appropriate
IT Service Delivery	Liaises, collaborates with to ensure changes are implemented with minimal impact to normal service operations.
Council Business Units (customers)	Liaises, coordinates and guides
External	Nature of the Relationship
Vendor Service Desk	Complex escalated 3rd level support calls. Works collaboratively with and coordinates.

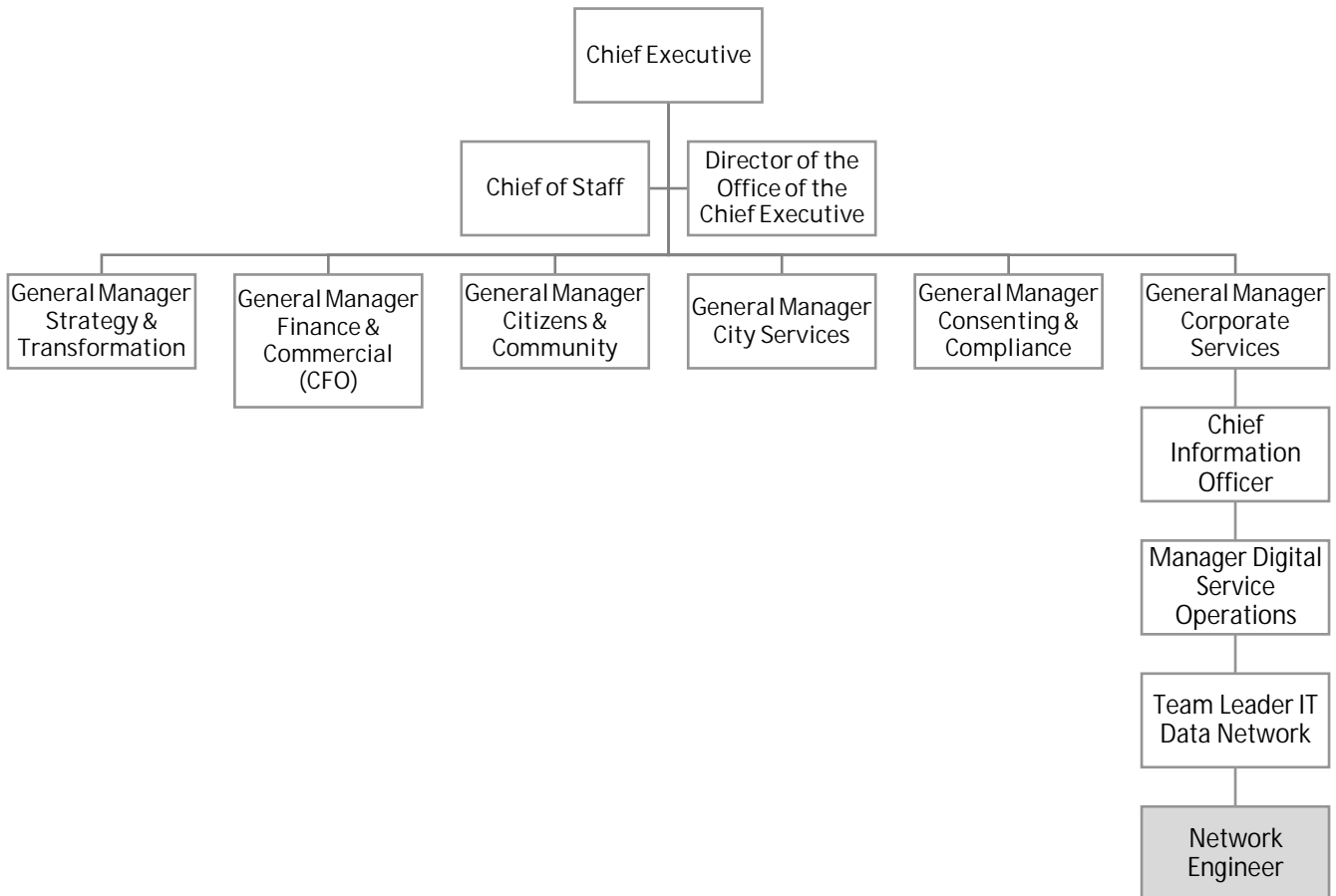
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems or a related field or 5 years relevant experience to demonstrate an equivalent level of knowledge	✓	
CCNA/CCNP Certification, or similar network administration qualification.		✓
ITIL Foundation Certification		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 4 years network configuration and support experience in a large organisation or complex network environment.	✓	
2 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
Sound knowledge and experience supporting and maintaining Cisco network devices, including the configuration of switches, routers, firewalls and wireless access points.	✓	
Sound knowledge and experience supporting Microsoft Server network technologies.	✓	
Proven experience collaborating effectively with staff and vendors to deal with complex situations.	✓	
Familiarity with using TCP/IP network troubleshooting tools to diagnose network faults.	✓	
Experience configuring and troubleshooting VPNs	✓	
Experience designing, configuring and maintaining segmented networks using VLANs.	✓	
Knowledge and understanding of network security, including firewall configuration and management; with a thorough understanding of the output of firewall logs and reports to assist in the diagnosis of threats to Council network services.	✓	
Demonstrates good learning agility and advocates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning.	✓	
Capable of developing documentation and training material to a high-standard	✓	
Excellent attention to detail and problem analysis and diagnosis skills.	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 		
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Practice Lead Communications & Customer Service	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information & Technology	GROUP: Corporate Services
REPORTS TO: Manager Digital Assurance	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

This role is responsible for develop and champion continuous improvement in a key skill area by facilitating and growing competency standards and applying best practice frameworks. You will also be responsible for developing standards and policies for implementation across the organisation and monitoring alignment to the standards.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Communicate vision, direction and manage change with the team and the wider IT unit. • Ensure that team have the necessary tools and resources to achieve business objectives, priorities and outputs. • Ensure the IT unit is consistently working collaboratively with other Council Units and Groups in the delivery of operational and strategic outputs.
Operational Management	<ul style="list-style-type: none"> • Champion an environment of continuous improvement against industry and best practice to support the organisations IT objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Monitoring alignment to standards and develop plans to realign. Escalate issues that are identified as a risk to Council.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Work with IT Managers to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Grow the level of competency by coaching and developing staff.
Customer Focus	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Participate with the management team to deliver a customer focused end-to-end process for IT services.
Strategic Relationships	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within IT and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Represent the Council or IT as required, in external situations as appropriate or as requested by Chief Information Officer.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Assurance	Reporting relationship
Wider IT unit	Advise, Liaise, Peer relationship
IT focussed staff across the organisation	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
IT Partners	Foster partnership to build competencies

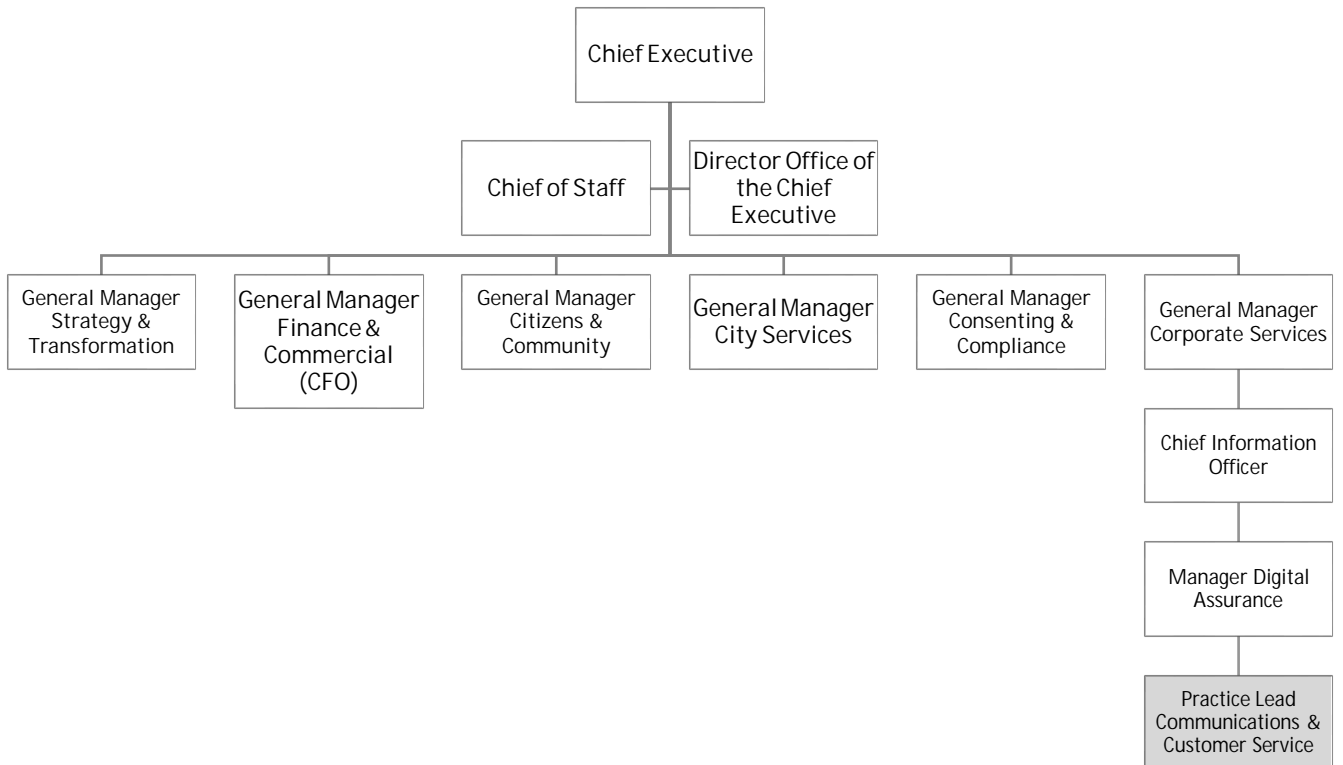
Formal Qualifications and Training	Required	Desirable
Tertiary qualification in Technology, Business or related discipline	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
10 years experience in IT with at least 5 years in a quality experience or quality management role and/or technical knowledge in specialist area	✓	
Demonstrated success and achievement in leading and influencing behaviour change within an organisation.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Evidence of creating a high performance culture that drives, supports and inspires talent and staff engagement.	✓	
Evidence of awareness of own leadership style and continuous development.	✓	
Demonstrated ability in coaching and staff career development	✓	
Demonstrated evidence of investment in individual and team relationships leading to high performance and staff engagement.	✓	
Demonstrated experience in utilising networks to source and implement industry best practice standards.	✓	
Experience in developing competency frameworks	✓	
Demonstrated facilitation skills with technical experts and across teams	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Practice Lead - Support, Change & Release	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Service Operations	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- Supports the goal of establishing a best practice for Information Technology Support, Change and Release management practice, continuous improvement framework and process improvement opportunities across Information Technology (IT) Unit.
- Responsible for developing the standards, tools, processes and templates to support a consistent approach in Support, Change and Release management for Information Technology.
- Define and drive the implementation the Support model for the Council Hybrid cloud environment
- Provides governance of the Change and Release management processes that aim to minimize the adverse effects of major and or repeated incidents and problems caused by errors in the Council Information Technology.
- Leads deep-dive technical sessions with the technical group to achieve quick and timely resolution of problems.
- Management of the change and release processes associated with Information Technology activity. Responsible for the methodology, processes, procedures and implementation and management of change and release management for all Council systems, applications and technologies.
- Ensuring compliance to the defined Change and Release Management Processes and the ongoing improvements.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Operational Management	<ul style="list-style-type: none"> • Champion an environment of continuous improvement against industry and best practice to support the organisations IT objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Monitoring alignment to standards and develop plans to realign. Escalate issues that are identified as a risk to Council. • Develop new Support Models based on Industry Standards, ITIL and Service Integration and Management (SIAM)
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Grow the level of competency by coaching and developing staff. • Use quality standards to review past performance and plan future activities. Conducts audits of quality requirements and produces audit reports. Monitors and reports on the outputs from the quality assurance and audit processes. • Ensures the accuracy of knowledge, skill and behavioural assessments based on specified standards. • Conducts formal reviews of activities, processes, products or services. Collects, collates and examines records as part of specified practice strategies for evidence of compliance with management directives, or the identification of abnormal occurrences. Analyses evidence collated and drafts part or all of formal reports commenting on the conformance found to exist in the reviewed part of an information systems environment. • Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
<p>Information Technology Change and Release Management</p>	<ul style="list-style-type: none"> • Provide leadership and direction across the practice by implementing process improvement and Change & Release Management standards. • Provide input into a training and a development programme that will enable Information Technology staff to develop skills and knowledge. • Champion an environment of continuous improvement against industry and best practice to support the Information Technology Unit objectives. • Regularly benchmark against industry and best practice competency and quality standards. • Governance of the full change and Release management processes lifecycle • Ensures that any risks associated with the agreed Change and Release Management Processes are clearly documented and described to the clients/users and colleagues. • Takes responsibility for all phases of the IT Changer and Release Management Processes activities within Information Technology • Manage process, sign offs, scheduling activities.
<p>Orchestration and Activity Scheduling</p>	<ul style="list-style-type: none"> • Compile and coordinate Information Technology Change and Release Management activity for the Council. Act as the central point for all scheduling. • Plan, orchestrate and review Information Technology Change and Release with all associated release schedules for the Council Hybrid environment, with Cloud and legacy systems & applications. • Build and communicate the forward schedule of change and release to enable resource planning. • Build and maintain a Change and Release Calendar • Liaise with vendors, project managers and functional managers to ensure adequate scheduling of activities. • Ensure that change and (by association) release management activities are scheduled to cause minimum disruption to the business.
<p>Technical IT Incident Escalation and Problem Management</p>	<ul style="list-style-type: none"> • Develop and maintain incident management plans which are aligned to best practice. • Provide input into structure procedures and policies for Incident and Problem Management.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Monitor and review Incident and problem management processes. • Monitor the problem control process, identifying and recording the root cause and effects of incidents.
Project Management	<ul style="list-style-type: none"> • Understand the business implications, inter project dependencies and system interfaces to determine the risks and exposures to the business and relate these considerations in a consistent manner to enable effective decision making.
Strategic Relationships	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peers within Information Technology and the rest of the Council to foster collaborative leadership. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both internally and externally. • Provide quality advice to stakeholders by understanding the business drivers and value proposition. • Support the Information Technology Unit to analyse new project initiatives and to enhance the project management framework tools and processes. • Work closely with Information Technology and Business Units to support the delivery of improved processes, Information Technology systems changes, reporting, training and business change. • Interface with external organisations/groups related to ITIL, New Support Models, Change and Problem Management • Represent the Council or IT as required, in external situations as appropriate or as requested by Chief Information Officer.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Service Operations	Reports to
Head of and wider Information Technology Unit	Advise, Liaise, Peer relationship
Information Technology staff	Coach and mentor to develop competencies
External	Nature of the Relationship
Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

Formal Qualifications and Training	Required	Desirable
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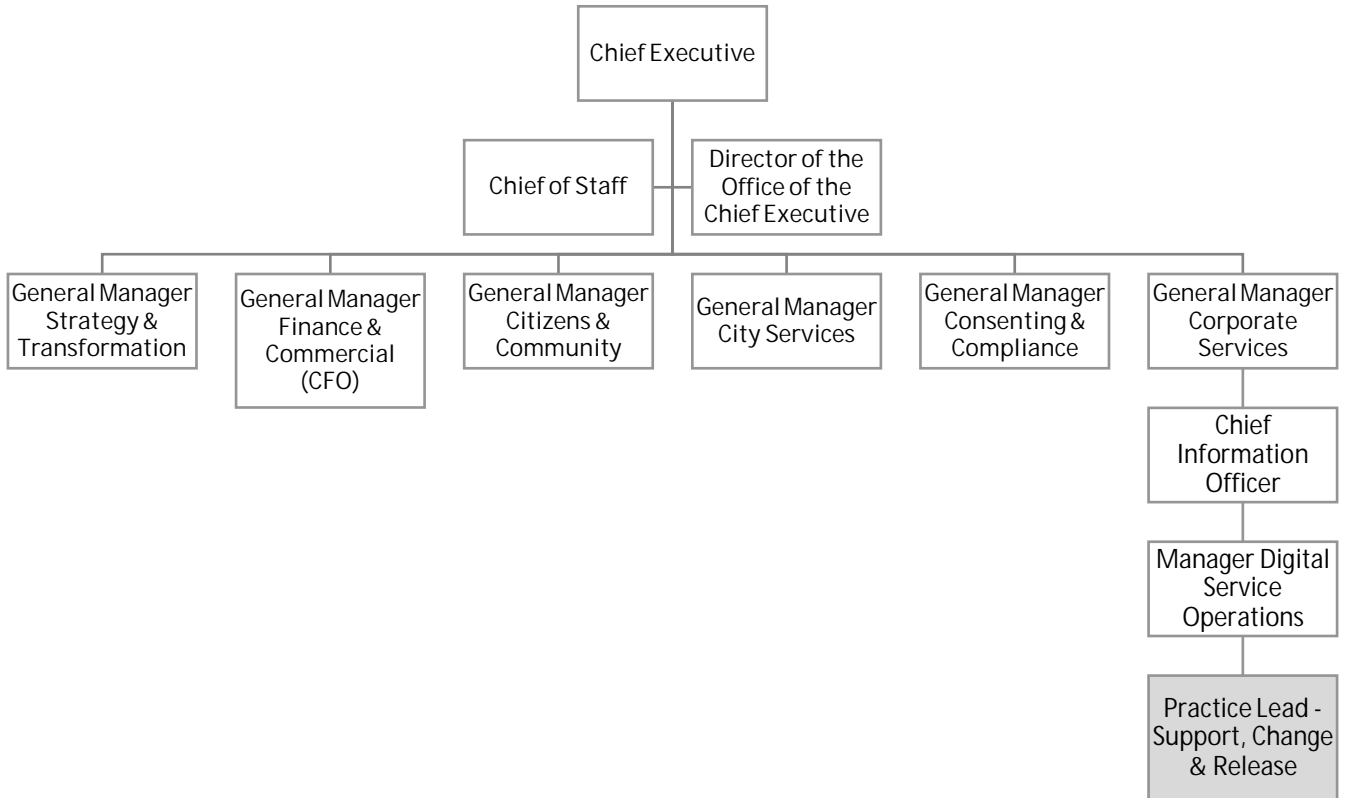
Degree in an Information Technology related discipline or experience in an Information Technology related position	✓	
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Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years Information Technology Service Management Incidents, Problem and Change processes experience and/or Continuous Improvement within Information Technology	✓	
Experience in a leadership role in an Information Technology Service Desk		✓
Experience in Information Technology Change and Release Management	✓	
Extensive experience in ITIL Incident, Change and Problem Service Management Processes and Methodologies	✓	
Experience in leading process improvement within Information Technology	✓	
Strong stakeholder management and relationship building skills	✓	
Demonstrated ability in coaching and staff career development	✓	
Demonstrated evidence of investment in individual and team relationships leading to high performance and staff engagement.	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Demonstrated experience in utilising networks to source and implement industry best practice standards.	✓	
Experience in developing competency frameworks	✓	
Demonstrated facilitation skills with technical experts and across teams	✓	
Strong in collaborating to enable a better customer experience.	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 		
<p>Partnerships & Consultation</p> <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Principal Software Engineer	VACANCY NO: 18324
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Spatial Information	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing solutions, complying with the Council's evolving Solution Architecture.

The role will provide technical leadership and subject matter expertise in the areas of Spatial Data Modelling and GIS technologies / business intelligence, enterprise data warehousing and cloud architecture. The Principal Software Engineer is recognised as the IT Software Engineering authority to develop innovative approaches to solution design and any issues that arise. The role will:

- be responsible for communicating with stakeholders and technical support staff regarding programming needs and performance.
- keep current with technology trends, capabilities and product development
- involve testing/quality control, and analysis/ design to ensure efficient and effective coding documentation
- manage and implement initiatives to continuously improve the design and development process
- work with the other departments within the unit to understand business needs, analyse business requirements, technical infrastructure and processes, and be involved with solution recommendations in alignment with current IT strategy and architecture.
- involve mentoring and coaching other technical staff.
- work with the Solution Architect team to ensure solutions are aligned with the IT and business strategy.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Technical Expertise and Innovation	<ul style="list-style-type: none"> • Be a 'thought' leader, keeping current with global trends in technology. • Advise and steer direction using your knowledge and expertise in technologies, architecture, and data. • Maintain an awareness of regional and national initiatives that may impact or add value to Council.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> Actively monitor for, and seek, opportunities, new methods, trends, capabilities and products, to the advancement of the organisation. Clearly articulate and formally report potential benefits from both structural and incremental change. Motivate colleagues to share creative ideas and learn from failures.
Analysis and Design	<ul style="list-style-type: none"> Proactively work with business analysts and IT customers to produce requirement definitions and functional specifications. Assist senior colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT architecture Scope and estimate work effort based on functional specification Translate functional specification into a documented technical specification to produce a specification model that includes: a systems architecture, showing modules within the system, integration, application layers, and a data model detailing the data structures Analyse, diagnose and troubleshoot current problems and performance. Design and implement solutions. Recommend improvements to analysis and design policy and practices
Development	<ul style="list-style-type: none"> Provide technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements Suggest/recommend improvements to development policy and practices Develop applications using Rapid Application Development (RAD), agile and prototyping methodologies (working directly with IT customers, translating requirements into working models) Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. Development of SQL procedures, triggers, views, functions, reports and SSIS, to support security and enhancements to critical SQL based business systems. Design, implement and support complex extraction, transformation and loading (ETL) to automate workflows. Design and enhance business content, establish and monitor process chains Maintain the technical server and cloud infrastructure. Spatial only - Develop enterprise Spatial solutions, integrations and geo-enablement BI only - Develop enterprise business intelligence, data warehousing and reporting solutions. BI only -Design, configure and implement SAP's Business Intelligence solutions, (SAP HANA Studio, BW, BO and SAP Analytics Cloud) and establish/monitor process chains. BI only -Design, create and enhance BI solutions using Azure Data Services including Data Factory, Data Lakes and Data Bricks.
Implementation	<ul style="list-style-type: none"> Develop and manage implementation plans in accordance with change and release policy and practice. Recommend improvements to implementation policy and practices Manage and implement initiatives to continuously improve the design and development process Work with the others to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture. Ensure the technical integrity of solutions, contributing to the information architecture

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Create and compile technical documentation • Support all phases of the project life cycle including analysis, design, development, testing, deployment and post-production support.
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure developed applications and integration meet quality standards, including efficient and effective coding, documentation. • Perform unit testing as applications/modules are built • Support acceptance testing, document test results, fix defects identified • Perform quality control functions such as peer reviews • Recommend improvements to testing and QC policy and practices
Support and Maintenance	<ul style="list-style-type: none"> • Design, build, test, fault fixes and minor enhancements, in accordance with ITIL process, using appropriate development methodology. • Research and debug potential performance or other system anomalies. • Perform vendor software upgrades, apply patches as part of maintenance plan • Proactively work with IT customers to continually improve and enhance existing systems. • Establish working relationship with software vendors and 3rd parties.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Conduct strategic planning for technical solution design • Lead the Information Technology Software Engineer practice, including training, guidance and mentoring to others • Share expertise and insight with other engineers • Promotes business self-service • Contributes to increased organisational capability and supports relevant Centre for Excellence.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Spatial Information	Report to - communicates progress, development and learning objectives and relevant issues
IT Project Managers	Liaise with for project issues and deliverables
Solution Architect Team	Work with in the design of solutions
External	Nature of the Relationship

Industry	Networking to source best practice
Information Technology partners	Foster partnership to build competencies

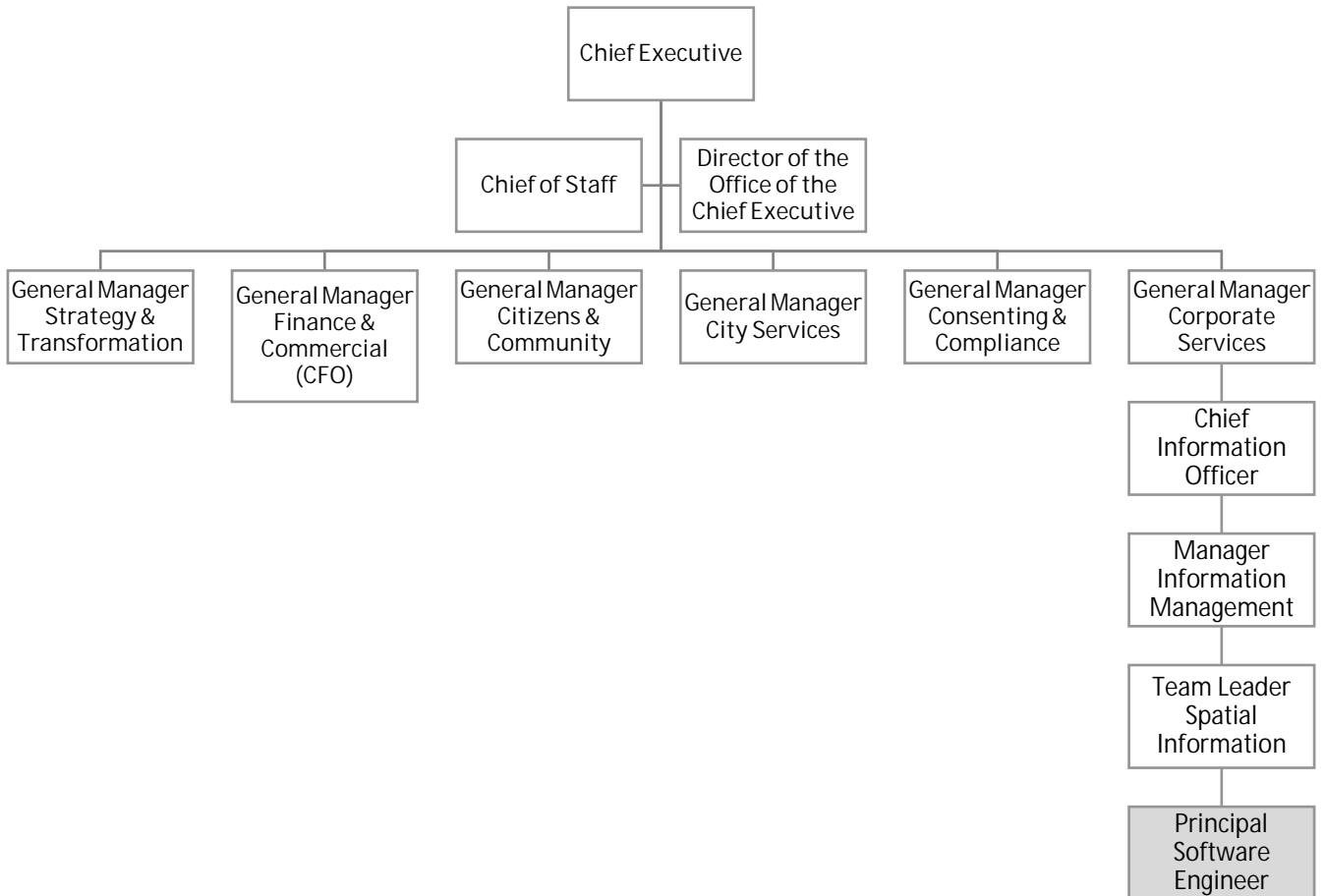
Formal Qualifications and Training	Required	Desirable
Professional IT qualification (Degree level) in IT related discipline e.g. Information Management, Computer Science or other discipline, with extensive experience in information technology	✓	
Business Process Management/Workflow	✓	
Enterprise Integration and SOA including WCF and REST services	✓	
Agile methodologies e.g. scrum, Kanban	✓	
Cloud BI Architecture and Services		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
A minimum of 10 years' experience in the IT Industry with a minimum of 7 years' experience is required in as a Software Engineer	✓	
Experience in object oriented design and development using industry recognised tools and techniques		✓
Technical expertise in Open Standards based technologies	✓	
Expert SQL skills	✓	
Expertise in database administration		✓
Extensive experience in data modelling	✓	
Experience in ETL design, implement and support, for complex extraction, transformation and loading	✓	
Business Intelligence Team only - Experience and knowledge of SAP's Business Intelligence solutions including SAP HANA Studio, BW, BO and SAP Analytics Cloud		✓
Business Intelligence Team only - Experience in cloud BI solutions using Azure Data Services including Data Factory, Data Lakes and Data Bricks		✓
Spatial Team Only - In-depth knowledge and experience in Web and API development and geo-spatial technologies, eg. ESRI, Hexagon Geomedia	✓	
Focus on Results <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
Partnerships & consultation <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 		
<p>Planning & Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: SAP Enterprise Asset Management Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader S4/HANA	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to architect, design, deliver and support new and existing enterprise solutions for EAM SAP services. The role will work closely with IT teams to evaluate the technical feasibility of IT solution options.

The role will also work with the Council City Services customers and other internal customers to understand the Asset Management lifecycle strategy, business needs, analyse business requirements and processes. The role will propose solution recommendations based upon the alignment with the ERP and architecture strategies and then deliver the subsequent implementation of those technical solutions.

They will also provide third level application support to the business units and teams within the Christchurch City Council.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Understand multiple complex business processes and functions, including integration and dependencies with other processes, and the organisational context of the processes or functions. Articulate these processes and functions using appropriate tools and methodologies e.g. business process maps, business requirement documents, functional specifications) • Understand the multiple complex IT systems that integrate to provide the enterprise asset management service. • Based on the understanding of technology, work collaboratively with the business and suggest potential improvements in the business process, function or systems. • Assist the solutions architect in evaluation and recommendation of a solution options. • Identify and solve problems with systems and services
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Scope and estimate work effort to deliver based on technical, functional specification and detailed design. • Suggest/recommend improvements to Analysis and Design policy and practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
Development / Configuration	<ul style="list-style-type: none"> • Use version control tools and techniques when configuring applications, modifying and enhancing applications • Document and record all development activity in accordance with current policy and practice • Ensure applications are configured in line with IT processes, procedures, strategy and architecture • Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure configured applications meet quality standards, including documentation. • Perform unit testing of configured applications/modules • Support user acceptance testing • Fix defects identified during testing • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing and QC policy and practices
Release and Deployment	<ul style="list-style-type: none"> • Ensure appropriate change management tools are used and appropriate implementation plans are completed in accordance with change/release policy and practice • Perform release and deployment activities in accordance with change/release policy and practices. • Suggest/recommend improvements to release and deployment policy and practices
Product Owner	<ul style="list-style-type: none"> • Engage with stakeholders of the product regularly. • Observing, learning and analysing the market. • Observing, learning, contacting and analysing customers and end users of the product. • Provide feedback to the business teams, project team and customers during the design, configuration and implementation process and post implementation • Work with the business on prioritisation of enhancement • Review UAT Test scripts prior to user acceptance
Support and Maintenance	<ul style="list-style-type: none"> • Provide 3rd level application support • Proactively identify and solve problems with systems to ensure service availability and reliability for customers. • Document and record all support and maintenance activity in accordance with change and release management policy and practices • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Evaluate impact of vendor software upgrades • Proactively work with IT customers to continually improve and enhance existing systems

Key Areas Of Accountability	
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader S4/HANA	Reports to
IT Project Managers	Reports to (for project issues and deliverables)
IT Team Members	Works collaboratively, mentors and coordinates streams of activity
Council Business Units (IT customers)	Liaises, coordinates and leads
External	Nature of the Relationship
3rd party software vendors	Works collaboratively with, and coordinates

Formal Qualifications and Training	Required	Desirable
Minimum of Masters Degree in relevant field	✓	
Advanced level formal training, in analysis techniques and methodologies.	✓	
Advanced level formal training, in SAP EAM/PM	✓	

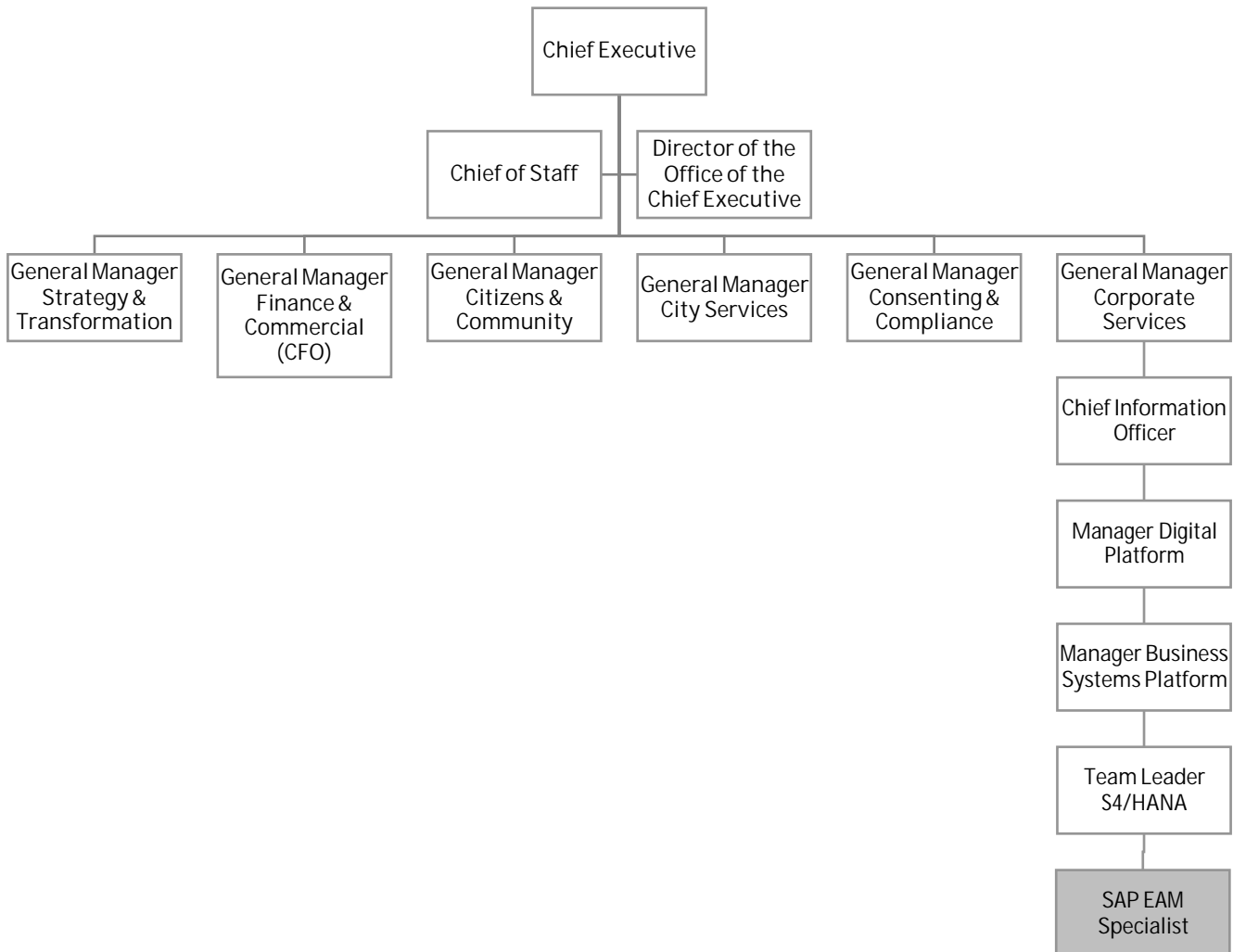
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 12 years industry experience in either a business analysis, systems analysis, or business process analysis role.	✓	
Advanced level of application configuration knowledge of SAP Plant Maintenance or Asset Management modules and integration with other SAP modules such as FI, RE, etc. and are familiar with new technologies such as S4/HANA, Fiori etc.	✓	
Advanced knowledge of standard business processes	✓	
ERP Configuration - Advanced skill in the configuration of ERP modules that are implemented at Council.	✓	
Business Functions and Processes	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • A high level of skill in a variety of business processes and functions, including: • Financial processes and functions • Procurement processes and functions • Asset management processes and functions • Contractor management processes and functions • HR processes and functions • Payroll processes and functions • Local government processes and functions • Business process modelling methodologies 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long-term strategies that steer the nature of the services Council delivers. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 		
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Business Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Business Analysts	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- To focus on understanding and meeting IT requirements for customers on an operational and project basis, and bridging the gap between the business and IT by bringing knowledge and experience across IT applications and systems.
- To support the development of IT and business solutions that meet customer needs and impact the customer experience in a meaningful way.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Business Analytics	<ul style="list-style-type: none"> • Develop concise descriptions of business needs and requirements as they relate to core business processes and systems. • Maintain a working knowledge of trends and developments and explore opportunities for improvements. • Manage changes to business needs and requirements to reflect changing business conditions and changes to legislation, standards and policy. • Provide specialist advice, assistance and support as required.
Business Process Improvement	<ul style="list-style-type: none"> • Proactively identify, scope and prepare business cases for opportunities to improve processes and mitigate risk in conjunction business managers. • Develop and manage process maps for each of the key transactional business processes. • Monitor and develop metrics and report business process performance against accepted standards and KPI's. • Work closely with internal and external service providers to proactively identify and deliver business improvements they can achieve to the benefit of the Council.

Key Areas Of Accountability	
Project Management	<ul style="list-style-type: none"> • Define scope and requirements needed for project delivery. • Communicate effectively with impacted staff and stakeholders. • Lead implementation plans and manage change in co-ordination with business managers. • Provide analysis and recommendations based on project qualitative and quantitative benefits to support business decisions regarding solutions. • Understand the business implications, inter project dependencies and system interfaces to determine the risks and exposures to the business and relate these considerations in a consistent manner to enable effective decision making. • Define how the predicted user and financial benefit can be realised, and how channel shift will be measured.
Relationship Management and Customer Service	<ul style="list-style-type: none"> • Establish and proactively manage internal relationships. • Ensure that customers (both internal and external) receive advice that achieves the best possible business process improvement outcomes.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Analysts	Reports to
Team members	Collaborates with
It unit members including project team members	Collaborates with, provide information to
Heads of Units, Managers, and team members	Liases with, provide information to and support as needed
Staff at all levels within the organisation	Liases with, coordinates and share information with
Other business analysts in Council	Collaborate with on best practice
External	Nature of the Relationship
Christchurch City Council partners	Collaborate with and provide information to as needed
Stakeholder groups (including: businesses, community groups, residents, residents associations, ethnic groups, non-government and government organisations)	Collaborate with and provide information to, as needed

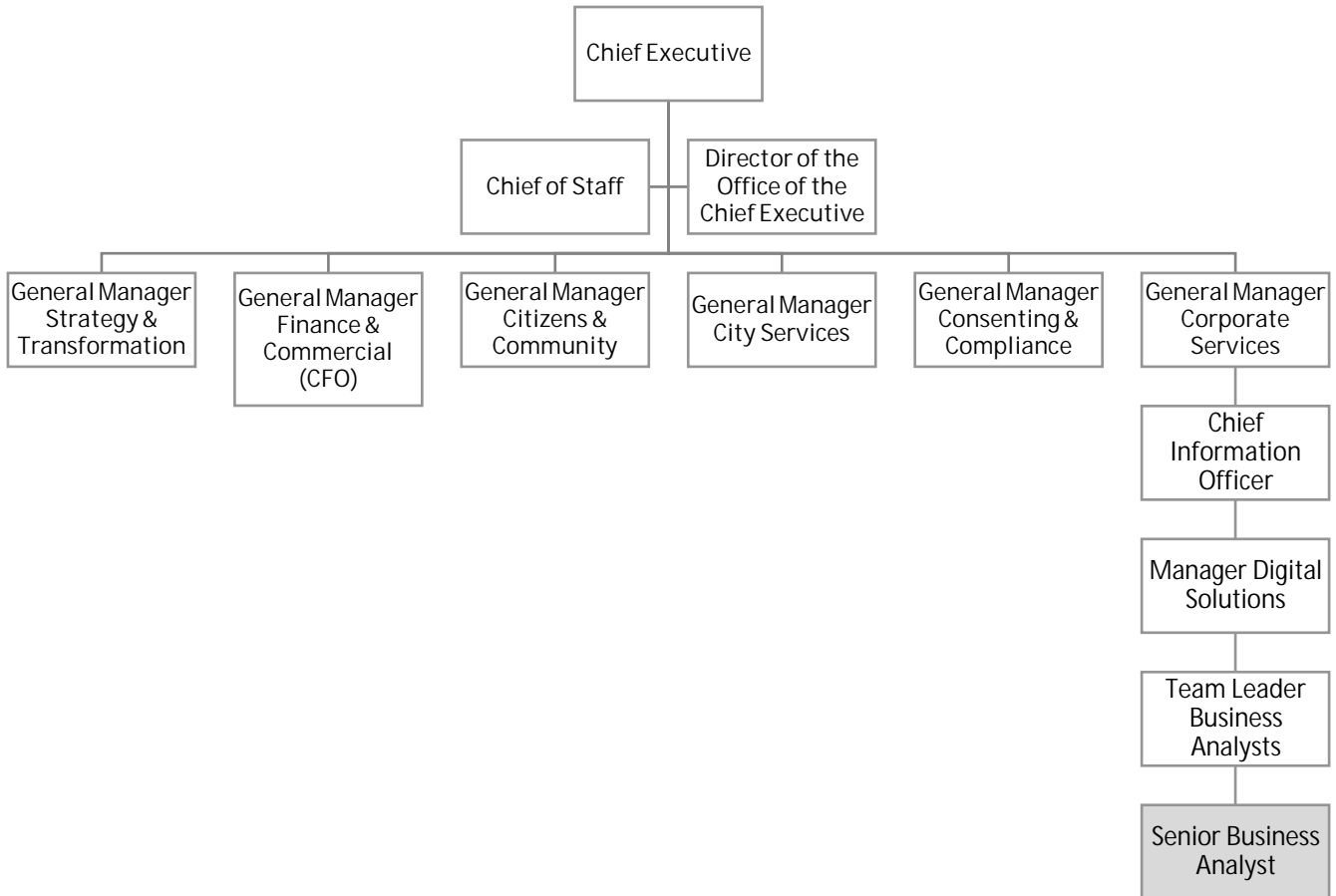
Formal Qualifications and Training	Required	Desirable
Minimum qualification of Bachelor Degree in Business or other relevant field	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
A minimum of 7 years' experience in project and relationship management / business analysis within a complex organisation	✓	
Experience providing analysis and recommendations based on project benefits to support business decision-making	✓	
Strong stakeholder management and relationship building skills	✓	
Capability to understand business implications, inter-project dependencies and system interfaces to determine the risks and opportunities to the business	✓	
Sound knowledge and experience in business and change management processes	✓	
Strong technical knowledge and skills, particularly around Customer Service systems	✓	
Strong positive communication skills with proven customer-facing experience and presentation skills	✓	
Self-starter with excellent organisational skills	✓	
Strong in collaborating to enable a better customer experience.	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Embracing Change <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change 	✓	
Focus on Results <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 		
<p>Partnerships & Consultation</p> <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Business Intelligence (BI) Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Business Intelligence & Analytics	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- Informing and leading changes and improvements in Business Intelligence (BI) across Council with a focus on increasing knowledge and BI capability throughout Council and empowering the business with self-service reporting.
- Enable Council to support good decision making and evolve strategic thinking by providing statistical analytical expertise, guidance and advice.
- Influence and educate the business to adopt best practice reporting standards and inform them of appropriate tools and techniques to maximise the use of information for good decision making.
- Develop data visualisations, extract and analyse data from internal and external sources.
- Develop information visualisations for external customers using web based technologies, supporting data collaboration, 'open data' and 'real time data'.
- Specifies and applies appropriate statistical and mathematical techniques to analyse data and create information which supports business decision making, including predictive analytics.
- Interprets information assurance, security policies and regulatory guidelines and applies these in order to manage risks.
- Identify and develop process improvements in BI. Coach business and team members on best practice in BI analytics.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Relationship Management	<ul style="list-style-type: none"> • Lead changes and process improvements for BI across Council. • Promote the adoption of BI self-service capability within Council. • Advise, share knowledge, inform and guide the business to increase BI capability within Council
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provides advice and guidance to ensure adoption of and adherence to information assurance architectures, strategies, policies, standards and guidelines. • Influence the business to adopt best practice reporting standards and inform them of appropriate tools and techniques to maximise the use of information for good decision making.
Analysis Design	<ul style="list-style-type: none"> • Assist the business in defining their reporting requirements. Ensure specifications meet business need and are in-line with regulatory guidelines. • Applies data analysis, data modelling, and quality assurance techniques, based upon a detailed understanding of business processes and regulatory guidelines, to establish, modify or maintain data structures and associated components (entity descriptions, relationship descriptions, attribute definitions). • Extract data, interpret results ensuring accuracy and customer requirements are met.
Statistical Reporting Services	<ul style="list-style-type: none"> • Ensure maintain a good understanding of Council information systems, including proficiency on accessing relevant information • Develop reports, data visualisations and dashboards that best suits the needs of the business whilst adhering to data principles, best practice and the information strategy. • Ensure information assurance including using test analysis • Ensure the integrity and robustness of the systems and processes.
Data Management and Development	<ul style="list-style-type: none"> • A key contributor to the development of information policies, standards and guidelines. Input into Data Governance • Work with other teams to ensure data integrity and effective data sharing (this requires a thorough understanding of core data and relevant legislation). • Create specifications for changes or enhancements to the Council data warehouse • Create/modify datasets to produce data required.
Team and Process	<ul style="list-style-type: none"> • Keep up with the latest trends and technology in BI and Analytics. Play an active role in identifying and developing process improvements. • Engage in coaching other team members on detailed work practices to ensure consistent application of 'best practice' is applied across the team. • Define and document reporting processes as required. • Other duties as directed by BI Service Manager or Team Leader from time to time.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Intelligence & Analytics	Direct Report
Manager	Provide information to, receive direction from

BI Architect	Share information and contribute to strategic direction
Other Architects	Share information and contribute to information policies
Head of Performance Management	Share information and ensure corporate policies are adhered to.
Council Business units	Collaborate and assist with data analysis and reporting as required. Ensure adherence to governance standards and regulatory guidelines. Deliver to levels of service.
IT Unit	Collaborate and communicate with others
Colleagues	Instructing and coaching on complex processes. Display of Council values related behaviours. Provides direct support to operational processes.
External	Nature of the Relationship
External companies and organizations e.g.	Facilitates information flow to and from.
Citizens of Christchurch	Provide information to, receives information from

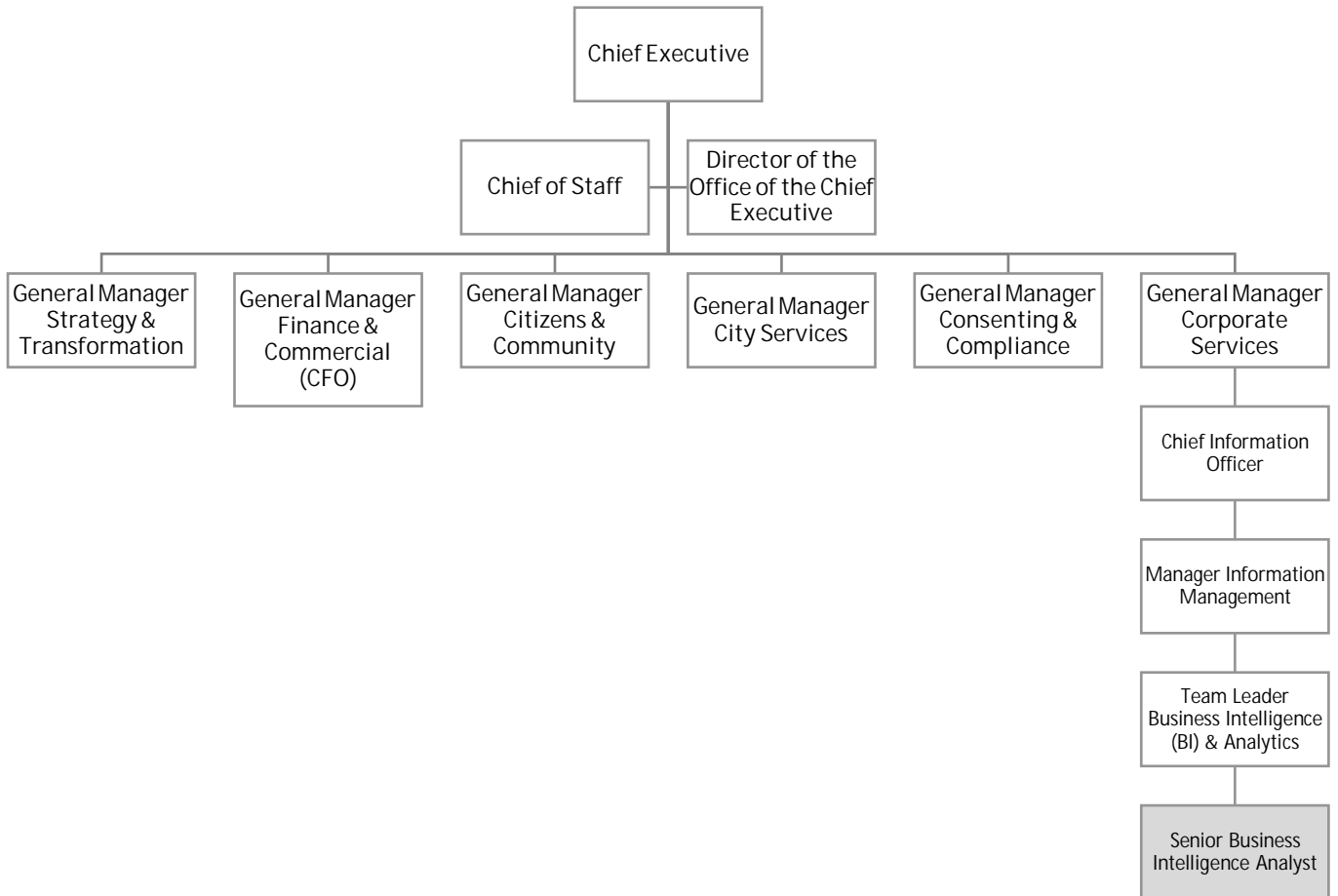
Formal Qualifications and Training	Required	Desirable
Degree in Information Management, Computer Science, mathematical Science or statistical related field, Diploma in ICT (NZQA Level 7) in relevant field	✓	
Competency using Database query tools	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
Minimum 8 years' experience in similar roles either IT reporting and analytics or statistical analysis.	✓	
A high skill level and experience using Business Intelligence Visualisation Tools	✓	
An awareness of key local government legislation and its applicability to the maintenance, management and reporting of data and information	✓	
Understanding of database concepts, dimensional modelling, design and data warehouse	✓	
A good understanding of information management, data governance and quality assurance.	✓	
Web-based technologies	✓	
Ability to test reports and a good understanding of regression testing	✓	
Demonstrated statistical knowledge and application to business information	✓	
Attention to detail and sound analytical skills	✓	
Excellent verbal and written communication skills which display an ability to clarify with questioning skills and share relevant information.	✓	
Experience and knowledge working with ERP or GIS systems.		✓

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Data Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: September 2019

Purpose of the position:

- The purpose of this position is to provide technical leadership in supporting the business units and teams within the Council by designing, developing, and implementing business solutions to meet the business' data and geospatial requirements.
- The role involves significant work load and customer relationship management along with liaison with parties external to the council to ensure the definition, capture, and management of customer and organisational geospatial data to council standards.
- This senior position includes organisation wide data management responsibilities that require an in-depth knowledge of the Council's data management policy and relevant legislation.
- The role also involves mentoring and training colleagues to ensure a high standard of competency and professionalism is maintained in the team.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Data Management

- Define and document the roles, standards and processes for performing and managing the analysis, reporting and maintenance of graphical and textual data
- Document, monitor and improve Information Management Data processes and relationships to ensure effective data maintenance
- Facilitate the development, definition and documentation of data standards and requirements by the business units.
- Translate Business Unit data standards and requirements into meaningful, consistent and repeatable analysis for rapid identification and reporting of data issues back to the business for remediation and escalation as appropriate

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Design and build normalised data models that comply with the Councils Data Management Policy to provide for the robust and efficient storage, analysis, reporting and reuse of Information Management data. • Lead, participate in and propose improvements to collaborative projects at the CCC and with other organisations to enhance the quality, completeness and usefulness of the data, products and services for which Information Management is responsible • Testing core systems to ensure data integrity is maintained • Monitor key performance indicators to ensure data supply and work request Service Level agreements are met e.g. cost/timeframe/quality • Deal with customer queries with regard to data accuracy, data usage and data integrity (this requires a thorough understanding of core data and the relevant legislation to which the management and usage of this data applies.) • Involvement in and management of the development and testing of new products and strategies that move the organisation forward in terms of data management (e.g. case tools, public works, GeoMedia add-ons etc.) • Assist with development and maintenance of Master Data guidelines as required
Development and Design	<ul style="list-style-type: none"> • Proactively work with customers, business and functional analysts to translate requirements into technical specifications • Lead colleagues, and technical experts to ensure the functional specification meets the business need; and that the technical specification is in-line with Council solution architecture and data governance policy. • Develop and peer review data models using IT and Corporate Services methodologies, translating requirements into working models • Code and review complex reports, views, triggers, and stored procedures using SQL programming language from data sourced from multiple corporate systems • Provide and review technical documentation to enable the support of development work • Design, test and implement systems and processes to ensure Corporate Systems meet quality standards
Analysis and Reporting	<ul style="list-style-type: none"> • Create specialized reports and analysis of geospatial data using custom Geographic Information Systems tools. • Advise and assist customers in defining their analysis and reporting requirements and ensure that the most appropriate tool is selected for the job • Analyse data in response to customer requests • Define and document analysis and reporting processes • Offer innovative alternative solutions where needed • Generate reports, both graphical and textual, from corporate systems in response to customer requests
Project Management	<ul style="list-style-type: none"> • Responsible for planning of Data related projects in accordance with Council's Project Management Methodology. • Managing the project in accordance with the Project Management Plan. • Ensuring risks and issues are identified and communicated in a timely fashion. • Working collaboratively across the organisation to resolve complex issues and avoid risks to the project. • Ensuring the project team and key stakeholders are kept informed across relevant project activities.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Ensuring effective operational hand-over of the project to the organisation's operational teams
Work Load Management	<ul style="list-style-type: none"> Scope and estimate work effort based on functional specification. Monitor and manage personal work tasks as well as those for Information Management Team members so that agreed parameters are met e.g. cost/timeframe/quality Develop clear scopes for team work requests and projects and provide input into council wide project scopes Consult with work request partners and project partners Report progress to team leader, customers, stakeholders and project sponsors
Leadership	<ul style="list-style-type: none"> Providing technical leadership during the design and development of technical solutions Analyse project requirements and translate into task specifications for junior staff Provide direction, empower, motivate and develop team colleagues in order to achieve team, business unit, group and organisational goals. Act as a role model for our shared values Ability to use sound judgement to make effective and timely decisions Ability to identify priorities and spend time on them
Training	<ul style="list-style-type: none"> Provide ongoing mentoring and training to the Information Management Data Team members Develop and provide support and training to users of the Council's core data Develop and provide support and training to users of Intergraph's Geomedia suite of products across the organisation including WebMap, Viewer, Geomedia and Geomedia Professional. Develop and provide support and training to users of in house developed applications for field data capture devices
Support	<ul style="list-style-type: none"> Provide well researched and appropriate technical advice as required Analyse and solve a wide variety of data related incidents using research tools such as internal knowledge base, internet, user groups and co-workers as appropriate Maintain ownership of incidents through to closure and monitor the status and progress of all escalated incidents Ensure professional currency is maintained via ongoing involvement in industry and continued professional development.
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader	Reports to

Data Analyst Data Technician	Senior Data Analyst will provide technical advice, mentoring, training and workload management
Information Technology staff	Service partners Cross-skilling and sharing of knowledge and experience
Other Council Staff	Provision of products and services. Provision of technical advice, coaching, support and mentoring. Collaboration across the width of Council activities over data projects and initiatives as required.
External	Nature of the Relationship
External customers e.g. consultants, government agencies, external CCC service providers	Provision of Products and Services. Liaise and Collaborate with over Geospatial policy, standards and data management practices. Use of user groups and other networks to keep up to date with advances in geospatial technology and processes.

Formal Qualifications and Training	Required	Desirable
Minimum of bachelor's level qualification in computer science, information science, or related field.	✓	
Project Management Professional (PMP) accreditation or similar project management experience		✓

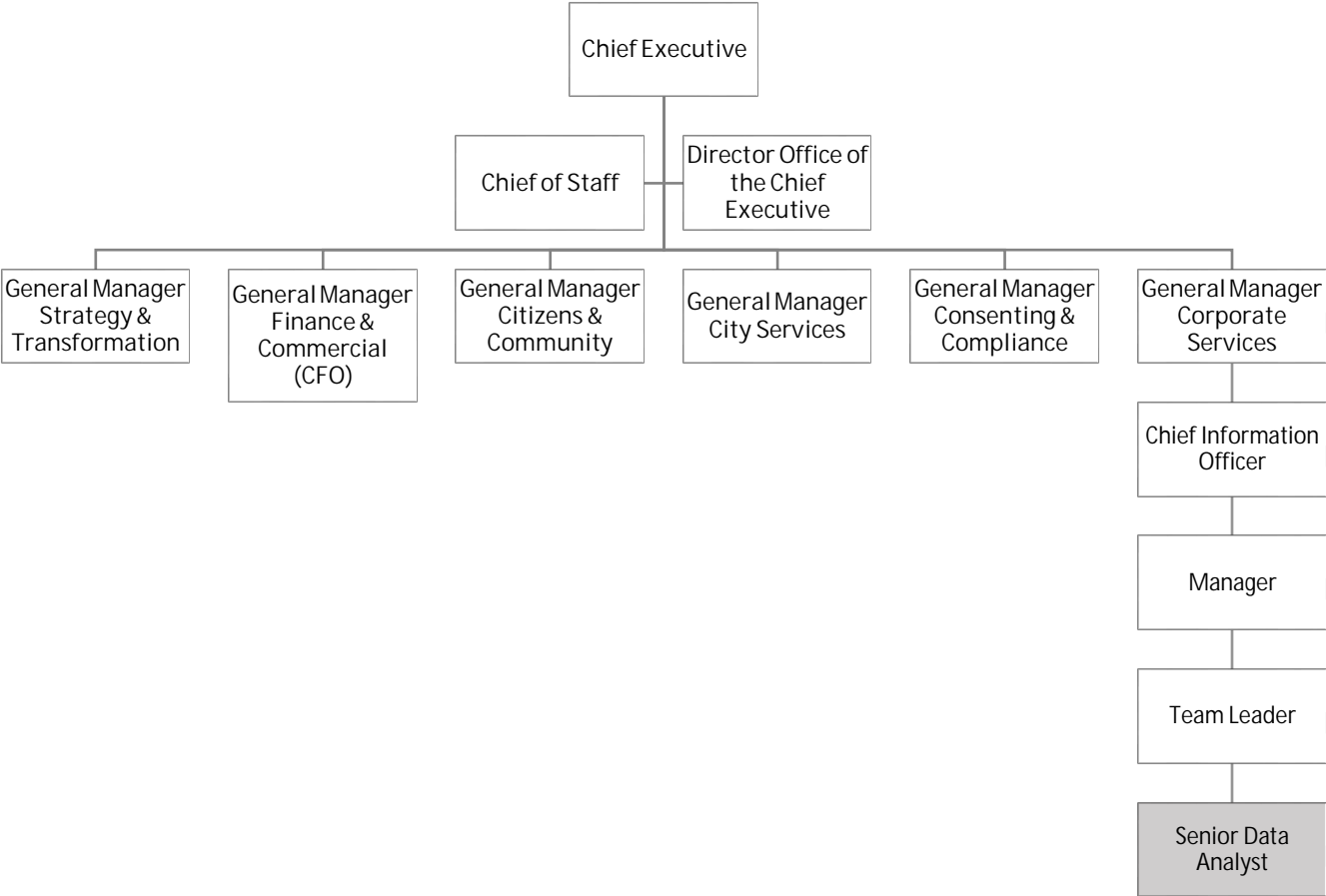
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 10 years experience in a related role which included three or more of the following (or similar) applications: GIS (Geomedia), Asset Management Systems (SAP), SQL, CASE Tools (PowerDesigner)	✓	
Minimum of 5 years experience in three or more of the following (or similar) areas: Data Modelling, Data Management, Business Intelligence, Database Design, Data Standards	✓	
Principles and techniques of systems analysis, design and testing	✓	
Principles of program documentation	✓	
Principles of report, screen, and form design	✓	
Develop test data and analyze problems in corporate data systems	✓	
Express difficult and complex concepts clearly and concisely both orally and in writing	✓	
A working knowledge of key local government legislation and its applicability to the maintenance, management and reporting of data and information		✓
Minimum of 3 years experience in training and mentoring staff	✓	
Minimum of 4 years experience in workload management	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 4 years experience in the review and documentation of policies, procedures and processes	✓	
Minimum of 3 years experience in managing projects including design, planning, staff supervision and progress reporting.	✓	
Ability to resolve conflict between different customer demands, policies and standards	✓	
Ability to recognise the potential impact on the organisation of an individual work request and recommend appropriate solutions	✓	
Attention to detail and advanced analytical skills	✓	
A working knowledge of the Council's Data Management Policy and its applicability to the maintenance, management and reporting of data/information		✓
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Understanding CCC</p> <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> Looks after own health, safety and well-being and encourages others to do the same. 		
<p>Learning and Growth</p> <ul style="list-style-type: none"> Ensures skills and knowledge for current role are maintained and improved. Takes opportunities to share their knowledge with colleagues. Seeks new challenges and opportunities to learn. Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Database Administrator	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide specialised senior technical leadership to support and improve the ongoing management of all key corporate databases. This role is responsible for the installation, configuration, upgrading, administration, monitoring, maintenance and security of all of Council's corporate databases and core SQL server software. This includes development and design of database strategies, planning for future expansion requirements, improving performance and planning, co-ordinating and implementing security measure to safeguard the databases.

This role involves significant workload as it holds responsibility for over 850 databases across 90 servers, which make up the bulk of Council's Corporate Systems and hold data worth in excess of \$25m. These include those used for SAP, GEMS (Government Enterprise Management System), MyWorkplace, Connect (Building & Resource Consents), Class, Parking, Horizon, District Plan, TRIM Document Management System, City Water and Waste Systems and GIS and Webmap along with related data warehouses all for which expert local knowledge is required. The primary Data Base Management System is Microsoft SQL Server, although Informix is also used.

This autonomous role includes the provision of advice, assistance, problem solving, trouble shooting, root cause analysis, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, report writing, training and 2nd/3rd level support to customers and users of business systems, databases and desktop applications. This position provides both technical expertise and functional expertise, maintaining service availability and supporting end user operations of these databases and applications.

Following best practise ITIL methodologies, the Senior Database Administrator will follow the IT principles of incident, problem, change, release and configuration management and, where possible, proactively identify problems before they become service affecting.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

<p>Support and Maintenance</p>	<ul style="list-style-type: none"> • Administer all key corporate business databases and database servers to provide agreed levels of availability, reliability and performance, which meet the needs of all customers across Council. • Recovery or restoration of databases where necessary. • Independently investigating and resolving database performance problems. • Managing and applying vendor supplied security and other patches and Service Packs in a timely manner, taking into account the need to minimise impacts on the business. • Maintain a sound knowledge of the architecture of business applications and their environments. • Monitoring for and resolving database alerts and errors. • Perform testing and implementing database structure and code changes in production and UAT environments following the SDLC of development and testing in development and test environments. • Provide third level application database specific incident and problem management guidance and assistance. • Establishing and managing clear change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes, working with the IT Service Teams and Business Solutions stakeholders. • Record SQL Server Licensing usage and aid the Assets and Contracts Team during yearly Microsoft license and other audits.
<p>Security</p>	<ul style="list-style-type: none"> • Maintain a comprehensive understanding of database security risks, provide expert advice on, and implement agreed controls to protect the integrity of Council data and software. • Administration of SQL system security and logins. • Ensure users are provided the appropriate levels of access to the system, as approved by Authorised Staff, Systems Architects, System Owners and / or Business Champions. • Monitor the SQL Server error logs for potential security issues. • Take a lead role in ensuring, where required, that there is a Business Continuity Plan and that it has been tested and implemented at appropriate sites. • With Data Centre Vendor, ensure adequate backup and restore procedures are in place for databases and transaction logs.
<p>Development and Design</p>	<ul style="list-style-type: none"> • Create new databases • Code and review complex reports, views, triggers, stored procedures and batch jobs using SQL programming language • Develop and maintain utilities and tools required to support the Corporate Database environments • Lead the analysis, design, definition and documentation of new SQL servers, database installations, including capacity plans for disk space allocation, CPU's and RAM, service transition planning and system security. • Proactively work with customers, business and functional analysts to translate requirements into technical specifications. • Scope and estimate work effort to deliver database solutions based on technical, functional specification and detailed design.

Key Areas Of Accountability	
Testing and Quality Control	<ul style="list-style-type: none"> • Perform quality control functions such as peer review. • Design, test and implement systems and processes to ensure Corporate Systems meet quality & performance standards. E.g., database consistency checks, re-indexing and updating statistics. • Ensure database installations meet quality standards, including documentation. • Maintaining the operational integrity of systems, including the relationship between development, test, training and production environments, through agreed procedures and accepted best practice (ITIL). • Ensure vendor(s) meets agreed performance and quality targets
Vendor Relations	<ul style="list-style-type: none"> • Establish a strong working relationship with appropriate vendor representatives and support staff. • Log, maintain and reconciles support calls to the appropriate vendor representatives and support staff for database systems and software • Maintain clear, accurate, and sufficiently timely communications so that the needs of both parties are met. • Collaboratively work with Data Centre vendor to develop and clarify strategic plans such as for SQL server architecture, disk space capacity allocation, database backup procedures and Business Continuity Planning. • Assist Data Centre vendor in identifying the root cause of database server errors and performance issues.
Strategic Focus	<ul style="list-style-type: none"> • Ensure database technology is developed and transitioned into service in line with IT processes, procedures, strategy and architecture • Recommend improvements to Development Policy and Practises • As part of solution development, evaluate potential impact of technical upgrades on existing hardware and software • Keep abreast of database technology trends in the industry and marketplace • Provide subject matter expert advice to the Architects in evaluation and recommendation of technology options
Customer Services	<ul style="list-style-type: none"> • Lead the provision of continual service improvement, addressing both provision of functionality and provision of service • Respond to and resolve incidents and requests for assistance from customers (through the Service Desk), including diagnostics, according to SLA • Provide proactive services including pre-emptive fixes and advice for future solutions • Working with the IT teams at the Council and external vendors to provide new solutions to the business, assisting these through service transition into production
Training	<ul style="list-style-type: none"> • Provide ongoing mentoring and training to team members and juniors. • Develop and deliver end user training to individuals and groups for both desktop and corporate applications. • Train and mentor Service Desk staff to provide the best possible service to the customer. This also includes the management, authoring and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ NIL
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
Council Business Units (IT customers) including Business system Champions and end users	Liaises, coordinates and guides Collaboration across the width of Council database activities and initiatives Provide timely service
IT Mangers & team members	Works collaboratively, provides technical advice, mentors and coordinates streams of activity
Assets and Contracts	Work with to manage and enforce Microsoft SQL Licensing
Service Desk & Technical Support Staff	Works collaboratively
External	Nature of the Relationship
External Service Provider	Support and maintenance of Council infrastructure
Microsoft Technical Account Manager	Actioning security notices, keeping Microsoft informed of our needs, and maintaining an awareness of future SQL Server, and related product, plans
Other Vendor Technical Account Manager(s)	Liaising with for 3rd level / specialist support

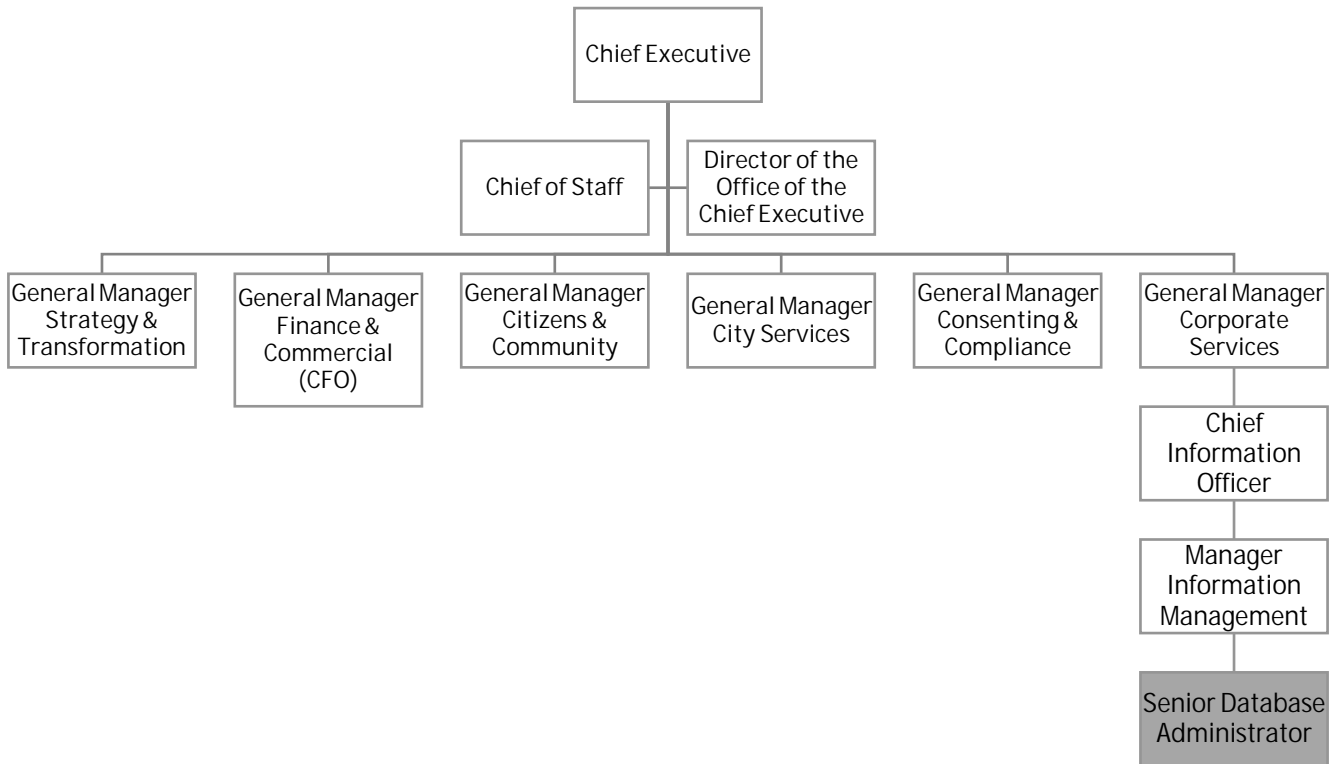
Formal Qualifications and Training	Required	Desirable
Minimum tertiary qualification in information technology / systems, which is relevant to the role or equivalent level of knowledge	✓	
Microsoft Certified Solutions Expert: Data Platform (MCSE)	✓	
ITIL foundation certificate.		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 7 years' experience in a related role, at least five of which being in the administration of large relational database and business systems at medium or larger sites using SQL Server	✓	
Demonstrable experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
A sound knowledge of the architecture of SAP BASIS and / or general Enterprise Solutions.	✓	
Proven ability in the development of stored procedures using TSQL.	✓	
Experience with Informix		✓
Familiarity with: <ul style="list-style-type: none"> • Microsoft Windows 2003, 2008 and 2012 Server including AD • SQL AlwaysOn High Availability Technology • Microsoft Windows Server Failover Clustering • Microsoft DTS and SSIS ETL workflow • SQL Server Reporting Services • Iterative and agile SDLC methods • Use of OLAP tools • Citrix and Windows Terminal Server • Microsoft Office automation and integration • Visual Basic Scripting • Batch Processing • Crystal Reports • GIS 	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
Ability to collaborate effectively with Staff and Vendors to deal with complex situations.	✓	
Proven ability to make informed decisions confidently and work autonomously.	✓	
Strong problem solving & analysis.	✓	
Ability to pay exceptional attention to detail.	✓	
Proven ability to plan and ensure effective use of resources to meet objectives.	✓	
Experience in providing training, coaching and mentoring to IT staff.	✓	
Solid research skills and instructional knowledge to help create clear and effective instructional content for staff at all levels.	✓	
Experienced in developing training material both written and on-line.		✓
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Functional Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services Group
REPORTS TO: Team Leader C4/Hana / Pathway	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The key focus of this role is to provide technical solution architecture and product development for new and existing enterprise solutions. The role will work closely with the Architecture team to evaluate the technical feasibility of Information Technology (IT) solution options.

The role will also work with the Council business units and other internal clients to understand business needs, analyse business requirements and processes. The role will propose solution recommendations based upon the alignment with the ERP strategy and architecture and then the subsequent implementation of those technical solutions.

The will also provide 2nd and 3rd level application support to the business units and teams within the Christchurch City Council.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Proactively work with IT customers to understand and gain a full understanding of their business. • Understand multiple business processes and functions, including integration and dependencies with other processes, and the organisational context of the processes or functions. Articulate these processes and functions using appropriate tools and methodologies e.g. business process maps, business requirement documents, functional specifications • Based on understanding of technology work collaboratively with the business and suggest potential improvements in the business process or function • Assist the solutions architect in evaluation and recommendation of a solution options.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Scope and estimate work effort to deliver based on technical, functional specification and detailed design. • Suggest/recommend improvements to Analysis and Design policy and practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
Development	<ul style="list-style-type: none"> • Version control tools and techniques when configuring applications, modifying and enhancing applications • Document and record all development activity in accordance with current policy and practice • Ensure applications are configured in line with IT processes, procedures, strategy and architecture • Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure configured applications meet quality standards, including documentation. • Perform unit testing of configured applications/modules, support user acceptance testing and fix defects identified during testing • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing and QC policy and practices
Release and Deployment	<ul style="list-style-type: none"> • Assist in the development of transition/implementation plans in accordance with change/release policy and practice • Perform release and deployment activities in accordance with change/release policy and practices. • Suggest/recommend improvements to release and deployment policy and practices
Support and Maintenance	<ul style="list-style-type: none"> • Provide 2nd and 3rd level application support • Document and record all support and maintenance activity in accordance with change and release management policy and practices • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Evaluate impact of vendor software upgrades • Proactively work with IT customers to continually improve and enhance existing systems
Leadership	<ul style="list-style-type: none"> • Provide technical leadership for solutions • Provides direction, empowers, motivates and assists and in the development of others in order to achieve business unit, group and organisational goals. • Provide mentoring to junior staff and business units. • Provide training to business units
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team leader S4/HANA	Reports to
IT project managers	Reports to (for project issues and deliverables)
IT team members	Works collaboratively with, mentors and coordinates streams of activity
Council Business Units (customers)	Liaise with, coordinates for and provide information to
External	Nature of the Relationship
3 rd party software vendors	Works collaboratively with, and coordinates

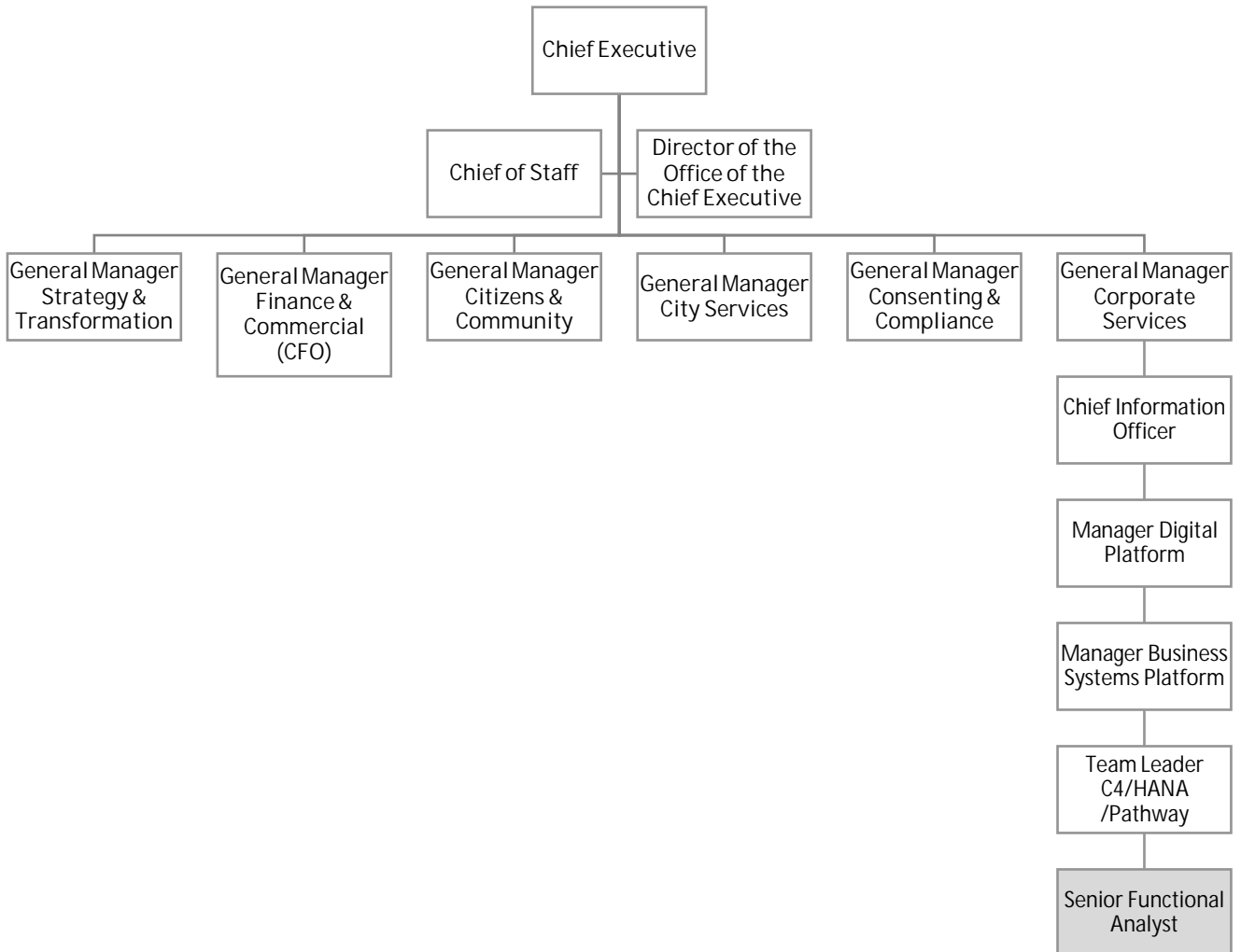
Formal Qualifications and Training	Required	Desirable
Degree level qualification in relevant area, or equivalent relevant experience	✓	
Advanced level formal training, in analysis techniques and methodologies.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 7 years industry experience in either a business analysis, systems analysis, or business process analysis role.	✓	
Advanced level of application configuration knowledge of at least one module or function with relevant experience in multiple module or function integration. Or advanced understanding of methodologies and how this activity relates to business systems designs and implementation.	✓	
Advanced knowledge of standard business processes	✓	
Advanced skill in the configuration of ERP modules that are implemented in the Council		✓
A high level of skill in a variety of business processes and functions, including: <ul style="list-style-type: none"> ○ Financial processes and functions ○ Procurement processes and functions ○ Asset management processes and functions ○ Contractor management processes and functions ○ HR processes and functions ○ Payroll processes and functions ○ Local government processes and functions ○ Business process modelling methodologies 	✓	
Working Collaboratively <ul style="list-style-type: none"> ● Co-operates to find solutions which achieve your goals and those of others. ● Asks others for their ideas and input. ● Helps others willingly and is willing to accept help. ● Gets to know people outside of their own team. 	✓	
Strategic Focus	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Functional Analyst SAP	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services Group
REPORTS TO: Team Leader S4/HANA	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- The key focus of this role is to provide technical solution architecture and product development for new and existing enterprise solutions. The role will work closely with the Architecture team to evaluate the technical feasibility of Information Technology (IT) solution options.
- The role will also work with the Council business units and other internal clients to understand business needs, analyse business requirements and processes. The role will propose solution recommendations based upon the alignment with the ERP strategy and architecture and then the subsequent implementation of those technical solutions.
- The will also provide 2nd and 3rd level application support to the business units and teams within the Christchurch City Council.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Analysis and Design	<ul style="list-style-type: none"> • Proactively work with IT customers to understand and gain a full understanding of their business. • Understand multiple business processes and functions, including integration and dependencies with other processes, and the organisational context of the processes or functions. Articulate these processes and functions using appropriate tools and methodologies e.g. business process maps, business requirement documents, functional specifications • Based on understanding of technology work collaboratively with the business and suggest potential improvements in the business process or function • Assist the solutions architect in evaluation and recommendation of a solution options. • Scope and estimate work effort to deliver based on technical, functional specification and detailed design.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Suggest/recommend improvements to Analysis and Design policy and practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
Development	<ul style="list-style-type: none"> • Version control tools and techniques when configuring applications, modifying and enhancing applications • Document and record all development activity in accordance with current policy and practice • Ensure applications are configured in line with IT processes, procedures, strategy and architecture • Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure configured applications meet quality standards, including documentation. • Perform unit testing of configured applications/modules, support user acceptance testing and fix defects identified during testing • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing and QC policy and practices
Release and Deployment	<ul style="list-style-type: none"> • Assist in the development of transition/implementation plans in accordance with change/release policy and practice • Perform release and deployment activities in accordance with change/release policy and practices. • Suggest/recommend improvements to release and deployment policy and practices
Product Owner	<ul style="list-style-type: none"> • Observing, learning and analysing the product market • Observing, learning, contacting and analysing customers and end users of the product. • Engage with stakeholders of the product regularly. • Provide feedback to the team, project team and customers during the development process and post implementation • Work with the business on prioritisation of enhancement • Review UAT Test scripts prior to user acceptance
Support and Maintenance	<ul style="list-style-type: none"> • Provide 2nd and 3rd level application support • Document and record all support and maintenance activity in accordance with change and release management policy and practices • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Evaluate impact of vendor software upgrades • Proactively work with IT customers to continually improve and enhance existing systems
Leadership	<ul style="list-style-type: none"> • Implement and support the leadership decisions by coordinating resources and priorities as appropriate • Perform day to day operational coaching discussions around performance with team members, including facilitation of performance meetings with individuals and team • Take the necessary steps to improve performance, including providing mentoring and training to junior staff and business units. • Is a role model for our shared values.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develop capacity within individuals and the team to respond effectively to change and ensure effective communication with all staff. • Ensure team member knowledge of and contribution to unit planning practices. • Provide clear direction, empower, motivate and develop others in order to achieve team, unit, group and organisational goals.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team leader S4/HANA	Reports to
IT project managers	Reports to (for project issues and deliverables)
IT team members	Works collaboratively with, mentors and coordinates streams of activity
Council Business Units (customers)	Liaise with, coordinates for and provide information to
External	Nature of the Relationship
3 rd party software vendors	Works collaboratively with, and coordinates

Formal Qualifications and Training	Required	Desirable
Degree level qualification in relevant area, or equivalent relevant experience	✓	
Advanced level formal training, in analysis techniques and methodologies.	✓	

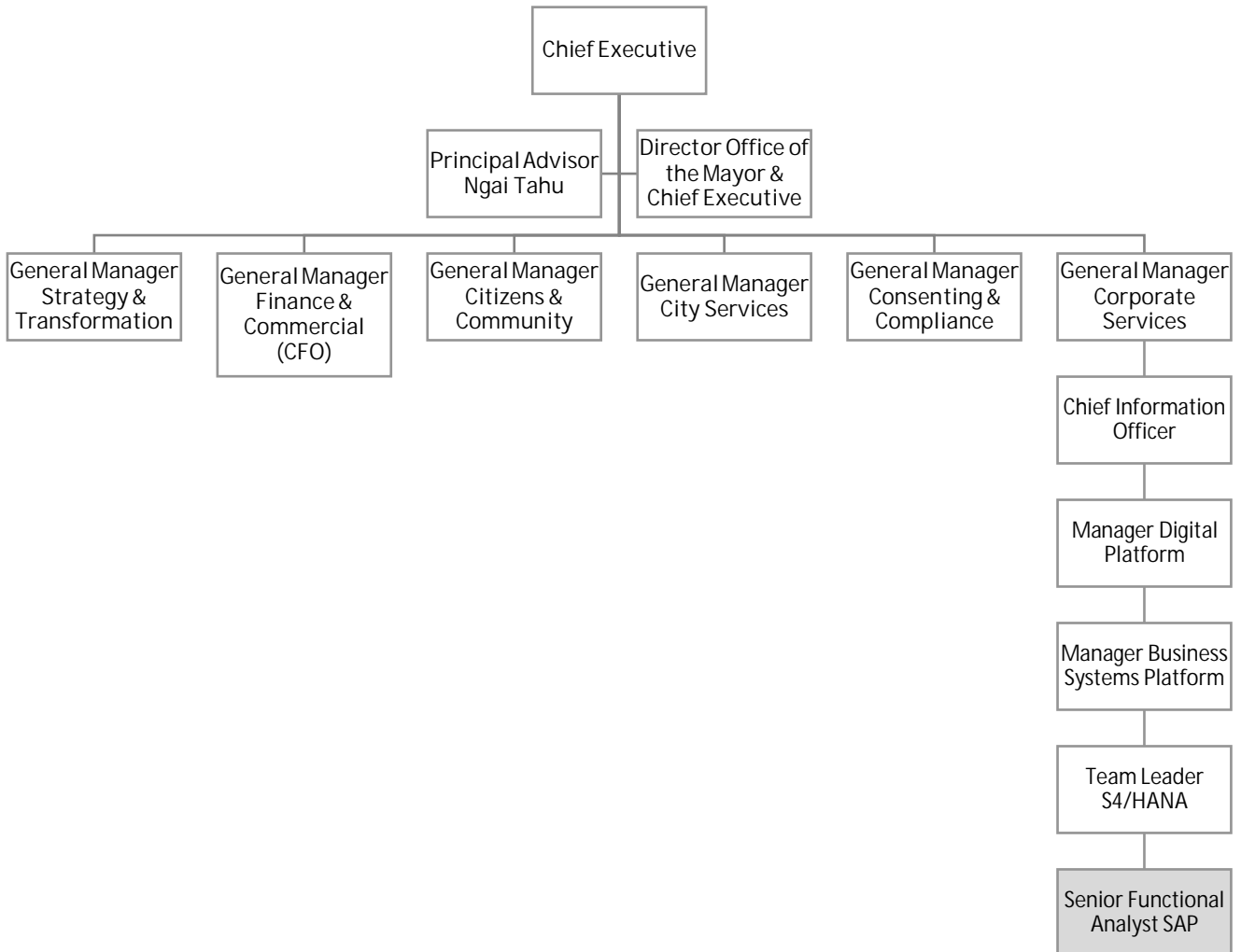
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 7 years industry experience in either a business analysis, systems analysis, or business process analysis role.	✓	
Advanced level of application configuration knowledge of at least one module or function with relevant experience in multiple module or function integration. Or advanced understanding of methodologies and how this activity relates to business systems designs and implementation.	✓	
Advanced knowledge of standard business processes	✓	
Advanced skill in the configuration of ERP modules	✓	
A high level of skill in a variety of business processes and functions, including: <ul style="list-style-type: none"> ○ Financial processes and functions 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> ○ Procurement processes and functions ○ Asset management processes and functions ○ Contractor management processes and functions ○ HR processes and functions ○ Payroll processes and functions ○ Local government processes and functions ○ Business process modelling methodologies 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> ● Co-operates to find solutions which achieve your goals and those of others. ● Asks others for their ideas and input. ● Helps others willingly and is willing to accept help. ● Gets to know people outside of their own team. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> ● Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. ● Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. ● Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. ● Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> ● Engages with others; listening and showing respect for their input, suggestions and feedback. ● Puts forwards suggestions, ideas and feedback. ● Shares relevant information with colleagues. ● Communicates clearly and constructively, verbally and in writing. ● Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> ● Anticipates customer needs and takes prompt action. ● Is approachable, demonstrates empathy and keeps customers informed. ● Listens to feedback from customers and takes time to understand their views and needs. ● Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> ● Can be counted on to achieve goals successfully and safely. ● Monitors own progress and is willing to try different approaches in order to be successful. ● Is proactive in highlighting barriers which affect the delivery of services/results. ● Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> ● Is responsive to problems and takes the initiative to find solutions. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Information & Records Management Officer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Information & Records Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: October 2019

Purpose of the position:

To provide professional and comprehensive information and document management services to the Council by:

- Providing expert advice and direction on the implementation of effective and compliant records management.
- Providing advice to customers by researching and analysing information, and presenting information effectively.
- Provision of the service throughout the document lifecycle including document storage, retrieval, archiving and disposal
- Working with and supporting good relationships with our third party vendors for document storage, archiving, viewing and scanning services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Focus	<ul style="list-style-type: none"> • Provide efficient and consistent services in accordance with our Service Level Agreements (SLA), and focused on exceeding customer expectations. • Serve our internal customers by proactively identifying the document management requirements of departments and end users. • Support colleagues with complex customer enquiries. • Effectively respond to customer complaints and resolve issues. • Implement new processes in conjunction with other teams to improve customer service and satisfaction.
Document Management Leadership	<ul style="list-style-type: none"> • Identify and implement records management improvements. • Provide advice and direction to staff on the implementation of effective and compliant records management.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Advise of any changes in policy or legislation to other areas in Council providing document management services. • Provide coaching and mentoring to other Council staff in the provision of document management services.
Relationship Management	<ul style="list-style-type: none"> • Support the relationship management of our third party vendors for document storage, archiving, viewing, and the provision of scanning services • Monitor and report on SLA's, quality, processes and people. • Contribute and assist with contract negotiations. • Negotiates with stakeholders at senior levels, ensuring that organisational policy and strategies are adhered to. Provides informed feedback to assess and promote understanding. • Uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.
Records Management	<ul style="list-style-type: none"> • Maintain records management services, storage, retention, retrieval and disposal, to agreed customer service level agreements (SLA) within the organisation. • Assist in record keeping practices, including the application of retention/disposal schedules, imaging, data control, workflow and retrieval. • Provide information and advice by searching electronic sources, such as databases or repositories, or other sources of information, ensuring accuracy of information. Demonstrate ability to attend to detail and utilise a systematic and organised approach. • Ensure that staff follow established policies and procedures for registering, accessing and using documents. • Assess Council records for transfer to Archives and semi-current storage ensuring that Christchurch City Council and statutory requirements are met. • Oversee the transfer of records to off-site storage, on-site storage and archives storage areas. • Manage the transfer of records between custodians. • Report on both carton & file movement between Council and the off-site records storage company. • Train staff as necessary in any document management related procedures.
Archives	<ul style="list-style-type: none"> • Assist in the provision of archival services for Council. • Maintain an onsite presence at Council's Archival facility, as required, to provide support and assistance to customers viewing material and for conducting research to complete requests. • Help to identify records of historic value to ensure these are effectively managed within a collection, in line with agreed policies. • Appropriately store and preserve archival materials. • Promote and contribute to the development of digital resources, including indexing and digital preservation. • Develop, review, maintain and update archival search so that records can be easily retrieved including the cataloguing and annotation of archival material.
Electronic Document	<ul style="list-style-type: none"> • Contribute to the development of digital resources, including indexing, cataloguing and digital preservation. • Enter classification and other identifying metadata into databases.

Key Areas Of Accountability	
Management Systems	<ul style="list-style-type: none"> • Capture of incoming documents and plans including: scanning, checking legibility, assigning correct document descriptors, cross-referencing and accurate registration into the EDMS including the assignment of workflows. • Assist with any retrospective scanning and registration projects. • Assist with the maintenance of all electronic documents on an ongoing basis. • Provide assistance and where appropriate, training to staff in the use of the Electronic Document Management System.
Information Management and Governance	<ul style="list-style-type: none"> • Maintain records management related policies and procedures. • Provide assistance to staff throughout the organisation in the application of information policies and procedures. • Review hard copy document management systems and storage for compliance with legislation and specify any required changes. • Assist in the development of document or content classification taxonomies to facilitate information capture, search, and retrieval. • Ensure the protection of integrity, availability, authenticity, non-repudiation and confidentiality of information and data in storage and in transit. Manage risk in a pragmatic and cost effective manner to ensure stakeholder confidence.
Finance	<ul style="list-style-type: none"> • Ensure accurate charging of fees and manage other charges and costs as per policy. • Monthly checking and reconciliation of Vendor invoices from Third Party Vendors. • Monthly reporting on expenditure against budget.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Information & Records Management	Reports to
Other Council staff	Assist staff with the management of hard copy and electronic documents. Promote best practice document management. Train and provide advice.
Document management staff within other Council Units	Support other units as required.
External	Nature of the Relationship
Archives New Zealand	Keep up with changes and ensure adherence to legislation. Promote processes to support legislative requirements.
Third party document management service providers	Key relationship manager for these services. Responsible for monitoring and managing SLAs.

Archivists, in Council, Libraries, local and national	Community of good practice.
Customers	Understanding public queries, document searches, information retrieval and research assistance.

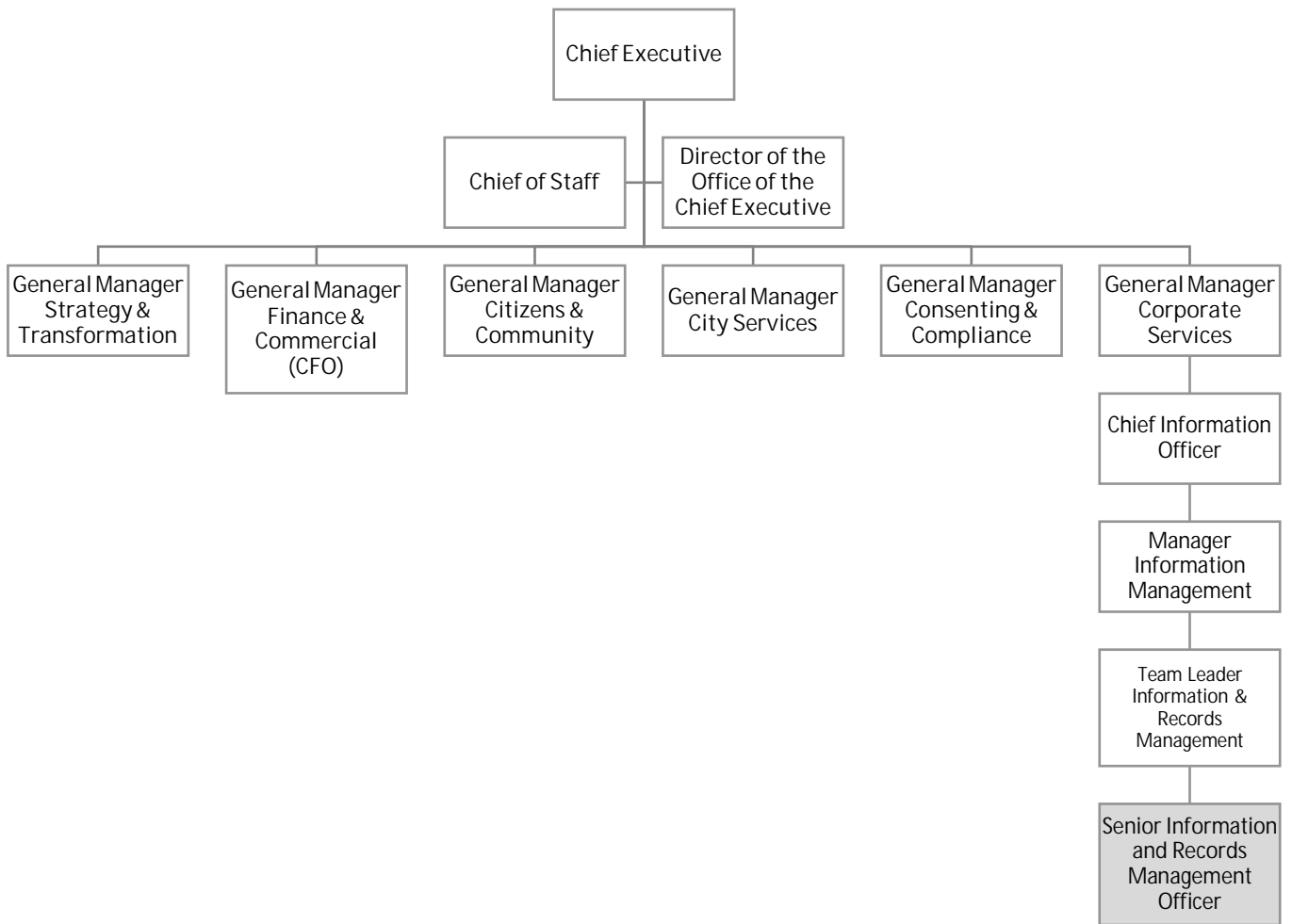
Formal Qualifications and Training	Required	Desirable
Level 6 Diploma Qualification relevant to Records & Information Management	✓	
Current Drivers Licence	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 5 years' experience of records and information management systems & electronic database management.	✓	
Practical experience in an information management environment, with a sound knowledge of information management principles	✓	
Knowledge of The Public Records Act and other relevant legislation.	✓	
Experienced in relationship management with external service providers.	✓	
Competent skills in Microsoft Word and other software applications utilised within an Electronic Document Management environment e.g. Content Manager/TRIM	✓	
Proven ability to adapt to new technologies, systems and facilities that enhance customer service.	✓	
Excellent research skills and current knowledge of relevant resources and research principles.	✓	
Ability to read and interpret detailed information accurately	✓	
Capable of moving stock, including boxes of documents and other heavy items	✓	
Previous experience in coaching and training others		✓
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. • Establishes constructive relationships with customers and is able to broach and resolve disagreements. 	✓	
<p>Understanding Council</p> <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. • Knowledgeable about the organisation and can explain what groups/units do. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Promotes an understanding of local government processes. • Understands the relevance of procedures and policies and ensures these are followed. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Integration Architect	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The key focus of this role is to provide technical solution architecture and delivery governance for new enterprise solutions. The role will also involve:

- Mentoring technical staff in data and application solution architecture development and use,
- Evaluating the technical feasibility of IT solution options
- Working with the Architecture team to ensure solutions are aligned with the IT and business strategy.
- Working with the Council business units and other internal clients to understand business needs, analyse business requirements and processes and propose solution recommendations based on the alignment with current IT strategy and architecture and implementation of those technical solutions.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Solution Architecture	<ul style="list-style-type: none"> • Work with the IT Architecture team to ensure that solutions are compliant with the council's evolving Enterprise Architecture. • Review design documents to ensure agreed business requirements are implemented • Generate technical specification and documentation • Assist in the development of IT strategies and initiatives • Provide technical leadership that includes industry trends and best practice. Exploring innovative ways of addressing technology and business problems • Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations • Provide governance for solution architecture and service oriented architecture • Provide technical leadership for application support
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Key Areas Of Accountability	
Solution Design, Development & Implementation	<ul style="list-style-type: none"> • Provide technical leadership during the design and development of technical solutions • Provide technical leadership with internal development staff and 3rd party technical consultants, where applicable • Develop conceptual solution components and custom designs using prototyping where relevant • Ensure solutions meet agreed business requirements • Provide technical solutions that encompass the council's key technologies e.g. NET, SAP, GeoMedia and TRIM in a Microsoft environment • Provide guidance and oversight to confirm solution implementation is consistent with standards and policy • Contribute to the planning for the delivery of solutions
Relationship Management	<ul style="list-style-type: none"> • Liaise and maintain effective relationships with vendors. • Liaise with, and build effective relationships with other key information professionals within the organisation and across the Unit. • Interface with external organisations/groups related to Development & Analysis. • Promote current architecture approaches by actively using standards and frameworks • Must have a proven ability to effectively communicate technical issues both verbally and in writing to non-technical people
Operational Support	<ul style="list-style-type: none"> • Provide well researched and appropriate technical advice as required • Provide on-the-job support and training to new staff members of IT solutions architecture • Provide input to project scopes • Consult with project partners • Develop and implement activity and work request scopes • Monitor and manage work tasks, including work requests and projects so that agreed parameters are met e.g. cost/timeframe/quality • Report progress to department managers, customers, stakeholders and project sponsors • Consult with work request partners
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Participate in the Leadership Team to: <ul style="list-style-type: none"> ○ Develop strategic directions for Unit. ○ Develop and implement business plans that deliver Unit Activity Management Plans and Service Delivery Plans. • Ensure observance with the Council obligations under the Local Government Act 2002, the Council's commitment to treaty principles. • Keep current with global trends in Business Analysis and Test/Release best practise, ITIL and other related methodologies and standards.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.

Key Areas Of Accountability	
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website
Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Key corporate applications users	Liaise with business units and users and co-ordinate requirements as required.
IT Systems & Operations	Participate in the definition of solutions and provide relevant oversight of delivery
IT Development & Deployment Team	Lead definition of solutions and provide oversight of delivery
IT Architects	Liaise with and consult
Senior Leaders in IT Unit	Liaise with and monitor trends in solution delivery to inform management approach
IT Governance	Liaise with and monitor trends in solution delivery to inform delivery approach
IT Digital Assurance team members	Liaise with in the coordination of solution delivery
External	Nature of the Relationship
External customers e.g. consultants, external Council service providers	Provision of Products and Services. Liaise and Collaborate with over solution delivery standards, policies and procedures Use of user groups and other networks to keep up to date with advances in n tier technology and processes.

Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in IT (NZQA Level 7) .	✓	
ITIL Foundation Certification		✓
ITIL application management and/or service development		✓
Appropriate Industry Qualifications in relevant practices	✓	

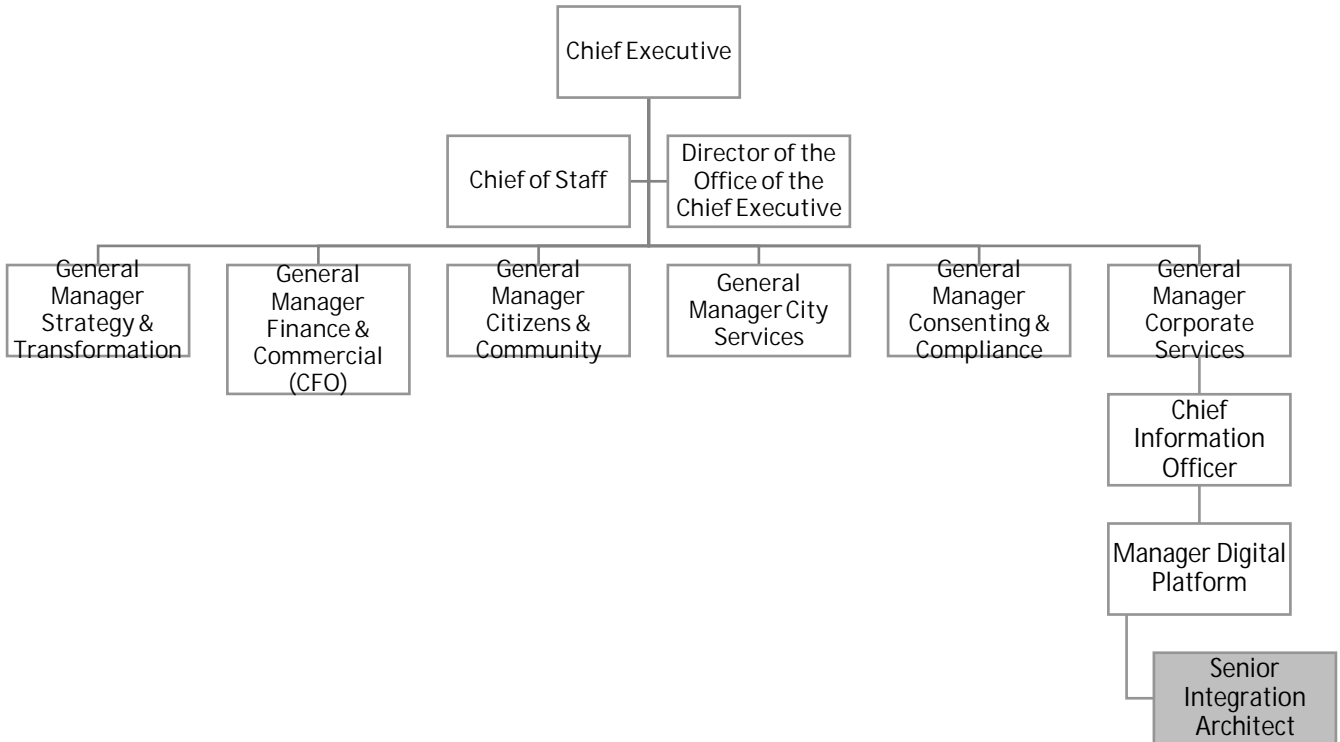
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of 10 years in the ICT Industry, with at least 5 years solution / integration architecture experience	✓	
Previous architecture experience in tiered systems.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Proven experience in business process management/workflow, enterprise integration and SOA, SDLC and software engineering, object-oriented and UML based solution design, system performance analysis and capacity planning, and solution operation and management	✓	
Technical expertise in Open Standards base technologies and a working knowledge of RDBMS	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> • Identifies ways to improve daily activities/processes/tasks. • Accepts change as an organisational reality; responds helpfully and positively. • Understands how self and others react during change. • Supports colleagues through change. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none">• Helps others willingly and is willing to accept help.• Gets to know people outside of their own team.		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Network Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader IT Data Network	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: April 2020

Purpose of the position:

The key focus of this role is to provide a proactive and robust capability for the provision, support and maintenance of the Council's Data Network environment.

The Senior Network Engineer, in collaboration with other internal operational support teams and in partnership with external vendors, will provide specialised support services covering the management of the Council's overall Network services. This includes (but is not limited to):

- Supporting the day to day operations including problem solving, trouble-shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, and 3rd level support for the Councils Network Service.
- Ensuring the restoration of normal service operations as quickly as possible with minimum disruption to users in the event of issues and proactively preventing the occurrence of further incidents and problems.
- Supporting the achievement of project goals, including the building and installation of new solutions and services within agreed project timeframes.
- Ensuring the provision of routine network administration, component firmware updates / patching and monitoring.
- Monitoring and managing facilities necessary for the safe, secure, and continuous operation of CCC facilities.
- Continually improving processes and procedures and documenting them with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.
- Overview of the operational capacity providing LAN/WAN network design, support, monitoring and maintenance.
- Follow the Service Operations principles of incident, problem, change, release, and capacity and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Services	<ul style="list-style-type: none">• To be effective in recognising high priority and urgent incidents that have the potential to disrupt a significant number of customers or adversely impact public perception of the Council and to ensure they are assigned the appropriate level of priority for resolution.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Responds to and resolves incidents and requests for assistance from customers (through the Service Desk), including problem assessment and diagnostics, in accordance with negotiated Service Level Agreements. • Leads the assessment of network security related matters, in collaboration with the Team Leader IT Data Network. • Takes a proactive approach to the delivery of network services by planning maintenance schedules, implementing pre-emptive fixes, and contributing to forward planning in collaboration with the Team Leader IT Data Network. • Assists in the mentoring of the Network Engineer and Service Desk staff to provide the best possible service to customers, including by the provision of the management, authoring and maintenance of quality knowledge base and technical articles. • Elicit information from users to determine potential causes of a problem or fault and the extent of its impact (user or wide spread) • Ensure users have knowledge to act in ways that support system security and data integrity.
Monitoring, Maintenance and Reporting of Availability	<ul style="list-style-type: none"> • Ensures the overall design of IT data / voice / environmental solutions to deliver the levels of availability required by the business. • Ensures the provision of a range of network availability reporting to ensure the agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis. • Ensures the identifying and reporting security violations. • Ensures the monitoring, evaluating and maintaining of systems and procedures to protect information systems from inappropriate access. • Optimises the availability of the IT data / voice / environmental infrastructure to deliver cost effective improvements that deliver tangible benefits to the business as determined by IT leadership. • Ensures the reduction in the frequency and duration of incidents that impact IT availability, through monitoring and approved maintenance activities.
Capacity Management	<p>Ensuring the planning and management of the capacity of the IT data / voice infrastructure and physical environments so that it matches the evolving demands of the business in the most cost effective and timely manner. This includes:</p> <ul style="list-style-type: none"> • Monitoring performance and throughput of data / voice infrastructure components. • Undertaking tuning activities to make the most efficient use of existing resources. • Understanding the demands currently being made for IT resources and producing forecasts for future requirements. • The production of a Capacity Plan to establish the IT resources required to provide agreed service levels.
Service Operations	<ul style="list-style-type: none"> • Installs, configures, upgrades and develops data / voice / environmental equipment and associated software / firmware, in collaboration with the other network engineer(s) • Ensures the maintaining of levels of availability, reliability and performance which meets customer service requirements. This includes LAN and WAN connectivity as well as remote access for Council staff and some 3rd parties. • Ensures adequate backup and restore procedures are maintained, documented and tested for data / voice / environmental systems, in collaboration with the specialist and external service providers. • Creates and maintains documentation necessary for the support and smooth running of the operational IT data / voice / environmental services and infrastructure. • Maintains a sound knowledge of the LAN/WAN network architecture, to assist with consultation on the development and enhancement of new network services.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Supports Business Continuity and / or DR Plan for Council IT. • Leads the planning and coordination of the testing of business continuity and disaster recovery for IT Network.
Business / Service Improvement	<ul style="list-style-type: none"> • Provides Continual Service Improvement, addressing both provision of functionality and provision of service in consultation with the network specialist. • Document and record all technology enhancement activity in accordance with current policy and practice.
Relationship Management and Vendor Relations.	<ul style="list-style-type: none"> • Maintains clear, accurate, complete and timely communications as per agreed IT communication standards. • Collaborate with colleagues across the organisation to achieve shared goals; develops and maintains a wide array of internal and external networks and proactively removes barriers to create teamwork amongst diverse teams. • Establish a good rapport with appropriate vendor representatives and support staff. • Logs, maintains and reconciles support calls to the vendor for systems and applications. • Assesses and understands available solutions, in order to be able to advise customers and specialist of the best possible solution to meet documented requirements
Teamwork	<ul style="list-style-type: none"> • Consults appropriately within the Council's IT unit when scheduling management and maintenance activities. • Fully documents all work in a logical and consistent manner. • Promotes and engages in information sharing, technical assistance, advice and support of other team members. • Collaborate with members of other support teams to assist in the development of solutions that work efficiently and securely within the Council's infrastructure environment. • Participates as a key resource in projects and initiatives, and works to project plans, and delivery to agreed timeframes. • Consults with the network specialist and external service providers to ensure the stability, availability and performance of network services.
Change and Release Management	<ul style="list-style-type: none"> • Initiates and processes data / voice / environmental infrastructure change requests (CRs), to resolve problems, meet new business needs, carry out critical or major service upgrades or installations, or for operational software / firmware rollouts or updates. • Contributes technical detail for the development of data / voice / environmental release plans including development and testing stages.
Incident and Problem Management	<ul style="list-style-type: none"> • Provides high skilled 3rd level support for data / voice / environmental infrastructure incidents and problems as assigned. This includes: <ul style="list-style-type: none"> ○ Investigation, diagnosis of incidents and restoration of normal service operation within agreed service levels. ○ Assistance with the identifying of underlying root cause of problems and prevention of recurrence through the initiation and implementation of approved service changes requests where necessary. ○ Proactive monitoring to identify underlying problems to prevent incidents from occurring. ○ Contributing to the management and resolution of major or significant Incidents (with serious and adverse impact on services to the Customer) for which a resolution must be found. ○ Contributing through the network specialist major incident and problem reviews.
Security	<ul style="list-style-type: none"> • Adhere to security policies and requirements of the Council.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Is conscious of security requirements for confidential and sensitive data, and the systems that support it. • Maintains a current understanding of technology related security threats, and manages and applies security and other patches and updates to data / voice / environmental technology devices in a timely manner, taking into account the need to minimise impact to the business.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values • Support and advise other team members in the analysis and resolution of a wide variety of incident and problems and can provide problem management support across teams for their area of specialism.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader IT Data Network	Reports to, is guided by and directed for specific network support and maintenance tasks.
IT Staff	Works collaboratively with, mentors as needed and coordinates streams of activity with.
IT Service Desk	Provide support to, manage incidents, and escalate as appropriate
IT Service Delivery	Liaises, collaborates with to ensure changes are implemented with minimal impact to normal service operations.
Council Business Units (customers)	Liaises, coordinates and guides
External	Nature of the Relationship
Vendor Service Desk	Complex escalated 3rd level support calls. Works collaboratively with and coordinates.

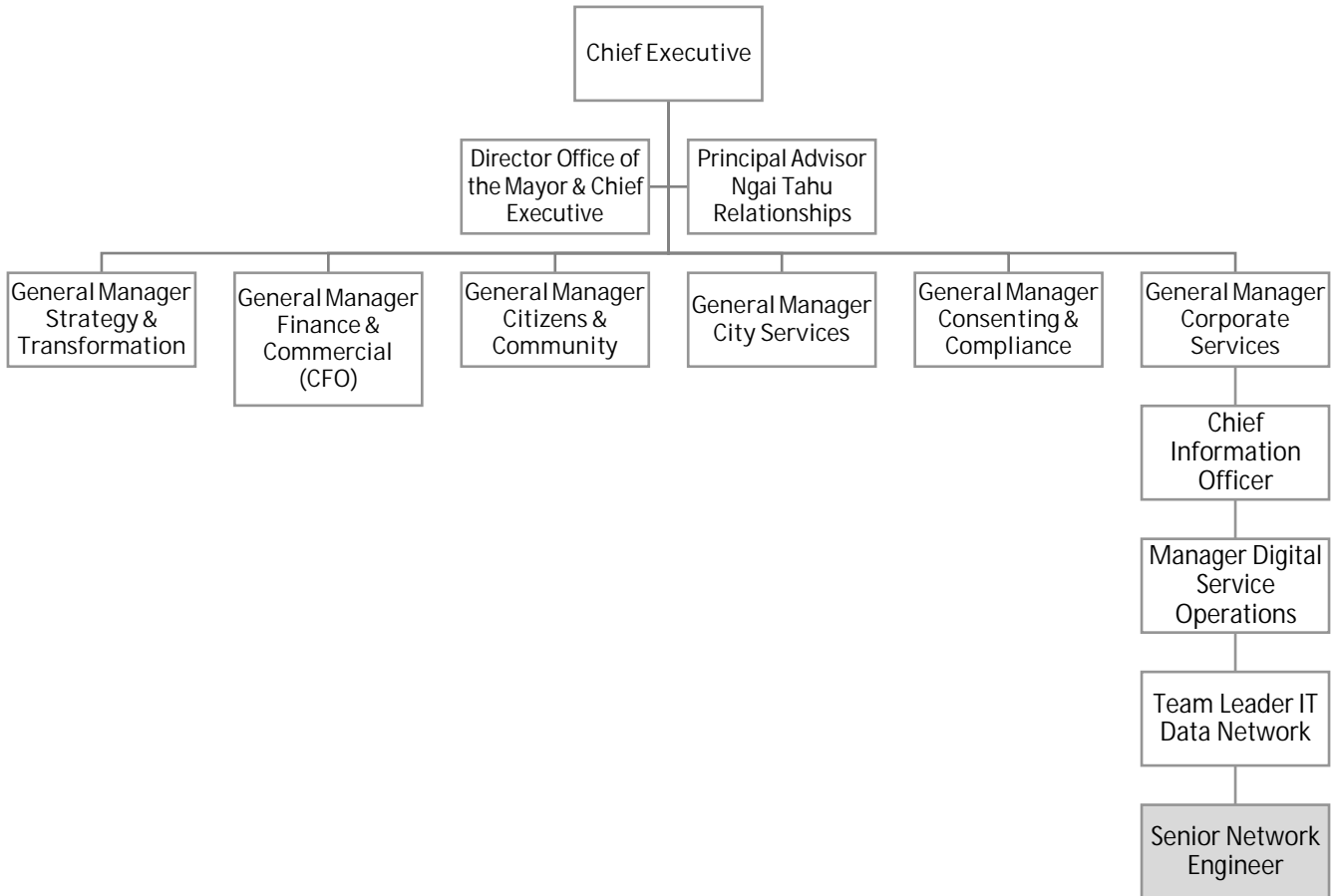
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems or a related field or relevant experience to demonstrate an equivalent level of knowledge	✓	
CCNA/CCNP Certification, or similar network administration qualification.	✓	
ITIL Foundation Certification		✓

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Minimum of 7 years network configuration and support experience in a large organisation or complex network environment.	✓	
4 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
Proven experience supporting and maintaining Cisco network devices, including the configuration of switches, routers, firewalls and wireless access points.	✓	
Proven experience supporting Microsoft Server network technologies.	✓	
Proven experience collaborating effectively with staff and vendors to deal with complex situations.	✓	
Experience with using TCP/IP network troubleshooting tools to diagnose network faults.	✓	
Experience configuring and troubleshooting VPNs	✓	
Experience designing, configuring and maintaining segmented networks using VLANs.	✓	
Sound knowledge and understanding of network security, including firewall configuration and management; with a thorough understanding of the output of firewall logs and reports to assist in the diagnosis of threats to Council network services.	✓	
Demonstrates good learning agility and advocates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning.	✓	
Experience in developing documentation and training material to a high-standard	✓	
Excellent attention to detail and problem analysis and diagnosis skills.	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Planning & Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Project Coordinator IT	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Project Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- To provide project and programme management coordination, support and administrative services to the Programme Manager and the ICT Project Managers.
- Accountable for the coordination of project and programme tasks including collation and coordination of project or programme financial and status reports, creation and/or maintenance of project schedules and forecasts, management and maintenance of project management databases, meeting co-ordination and minute taking, and general office administration tasks.
- Responsibilities also include contribution to and monitoring of the IT project management methodology, creation of templates, development and maintenance of project management procedures and processes and advising project teams of the required unit and project management processes.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Project Coordination	<ul style="list-style-type: none"> • Project coordination activities for multiple simultaneous projects, including large and/or risky projects • Advise project teams on the use of the correct CCC and IM&CT project management methodologies and processes • Monitor project schedules and financials. Compare actuals with estimates. Prepare financial tables and reports. Raise variances and risks to the project manager. • Prepare documentation, including Project Status reports, Project Change Requests, Statement of Works, project presentations • Liaise with vendors, track purchase orders and monitor statement of works • Assist Project Managers to maintain project management databases including risks and issues registers, financial forecasts and schedules and project change requests.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Assist with other project tasks as requested, ie training and testing programmes, RFP processes • Manage small projects, including initiation and planning activities, leading the project team, management of budget, risks and issues, deployment and project closure activities. Directly reporting to the programme manager for these projects. • Escalate identified project risks and issues to the Project Manager
Programme Coordination	<ul style="list-style-type: none"> • Assist Programme Manager to maintain consistency between projects within the programme • Prepare programme level financial and status reports • Assist in the monthly review of project status reports • Provide advice and guidance to project managers and coordinators around Project Management processes • Identify and implement continuous improvement of the Project Management methodology, processes and templates
Project Administration & Support	<ul style="list-style-type: none"> • Organise meetings, prepare agendas and papers, keep minutes and follow up on action points as required • Uphold the projects web presence on the intranet, as required • Collate and distribute Status Reports and Steering Board Reports. • Ensure lessons learnt are collected • Carry out project initiation and set up processes • Ensure Project Methodology is followed and all appropriate approvals are gained.
Contribute to the Project Management Team	<ul style="list-style-type: none"> • Ensure effective communication and uptake of new procedures • Create ad-hoc reports as necessary including financial reports • Administer the team tracking spreadsheets; such as; Holidays, Contractor Expiries, as required. • Co-ordinate and conduct induction for new project team members including establishing workstations • Provide assistance and cover to other project co-ordinators
Contribution to the wider IM&CT team	<ul style="list-style-type: none"> • Share project information and lessons learned • Identify training and development needs • Actively contribute to project and unit meetings as appropriate • Proactively effect a collaborative and customer service focussed image for the IM&CT • Liaise with, and build effective relationships with all contacts both internal and external to CCC
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with CCC health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship
Team Leader Project Management	Reports to
Project Sponsor	Provide project information and project support as required.
Project Steering board	Provide project information and project support as required.
Council Business Unit Staff	Works collaboratively and communicates with Coordinates staff to deliver project activities
Project/Programme Managers	Provide project co-ordination and support. Works collaboratively and communicates with
Project Team members	Works Collaboratively and communicates with Leads staff to deliver project activities
IM&CT Staff	Work collaboratively and communicate with.
External	Nature of the Relationship
Vendors	Administer and provide project point of contact for vendor and third party relationships as appropriate
Consultants/contractors	Administer consultant and contractor time as appropriate.

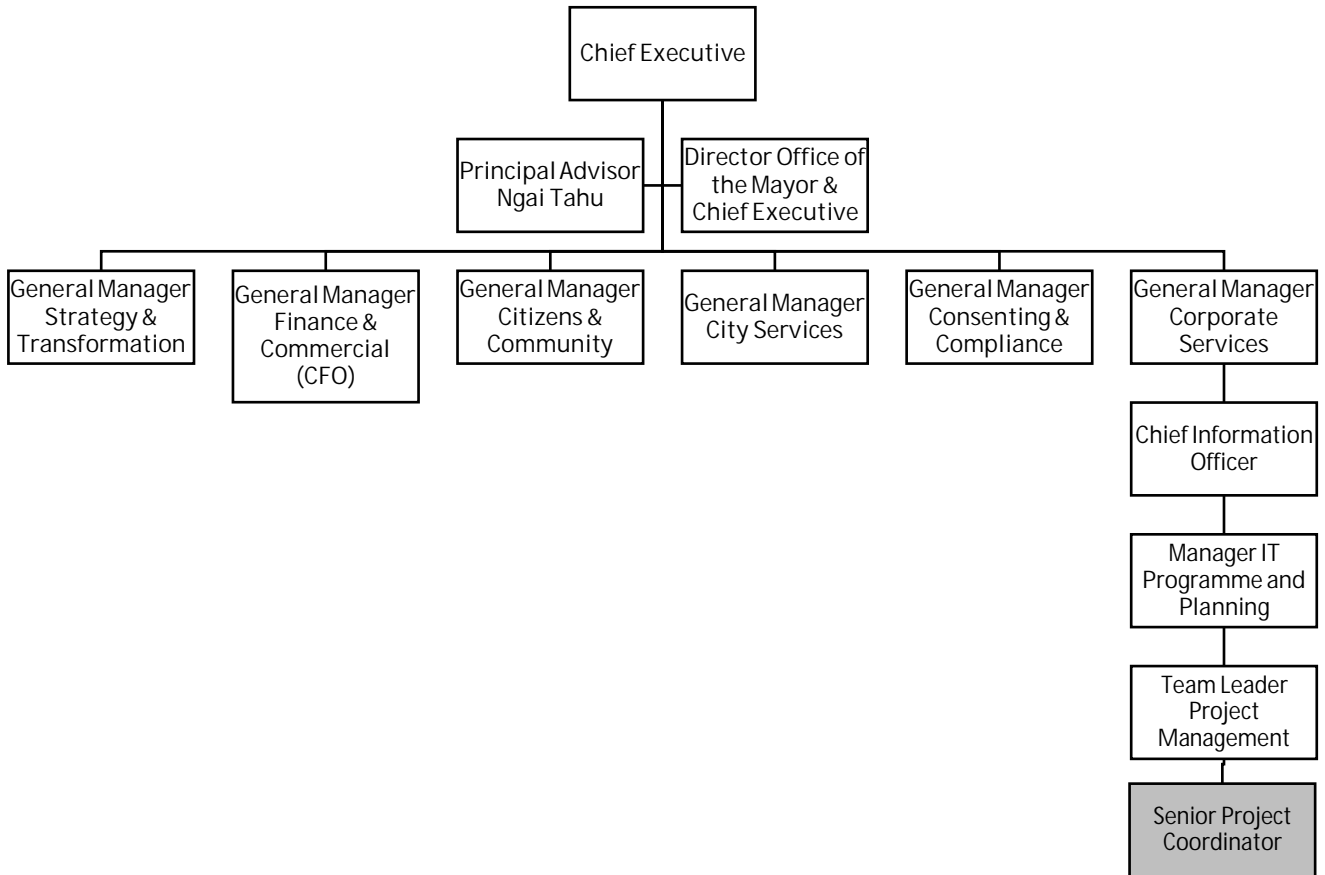
Formal Qualifications and Training	Required	Desirable
Undergraduate university degree or equivalent.	✓	
Formal Project Management Training	✓	
Knowledge of the Microsoft software packages and proven computer skills	✓	
Knowledge and experience with the application of project management methodologies (PMBOK preferred)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 5 years' experience in similar roles, including at least 2-3 years ICT project coordinator experience and at least 1 year experience with project management tasks.	✓	
Advanced knowledge and experience with the application of project management methodologies (PMBOK preferred)	✓	
Good organisational and administration skills	✓	
Working collaboratively <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. Asks others for their ideas and input. Helps others willingly and is willing to accept help. Gets to know people outside of their own team. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Project Manager IT	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader Project Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- Accountable for the professional delivery of Council projects and programmes. To achieve each programme's strategic benefits and objectives and ensure projects are delivered within the defined scope, time and budget constraints.
- Responsibilities include management of programmes and/or projects through the application of requirements management, stakeholder management and programme/project governance. The effective management of scope, time, cost, quality issues and risks, human resources, communications and procurement as well as project reporting and the operational handover of the project to the sponsor / asset owner(s).
- Programme and projects impact on diverse stakeholder groups including the public, elected members, staff and involve multiple professional disciplines and consultants both internal and external to Council.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Programme Management	<ul style="list-style-type: none"> • When required, management of programmes of projects in accordance with Council's methodology. • Determining the optimal pacing for programmes taking account of project dependencies. • Working collaboratively across the organisation to deliver programmes in order to achieve the Council's objectives, to resolve complex issues and avoid or minimise risks to the programme. • Overseeing and providing direction and guidance to project managers of projects included in the programme. • Coordination of efforts between projects.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Identification, rationalisation, monitoring and control of the interdependencies between projects. • Dealing with escalated issues among the projects that comprise the programme. • Tracking the contribution of each project and non-project work to the consolidated programme benefits. • Ensuring project managers are kept informed across relevant programme activities.
Project Management	<ul style="list-style-type: none"> • Managing projects in accordance with Council's project management methodology. • Managing the project in accordance with the Project Management Plan. • Ensuring risks and issues are identified and communicated in a timely fashion. Escalating those that cannot be avoided by the project manager to the appropriate project governance body. • Working collaboratively across the organisation to resolve complex issues and avoid risks to the project. • Ensuring appropriate change control processes are developed and followed. • Ensuring the project delivers within the agreed scope, time and budget constraints. • Ensuring the project team and key stakeholders are kept informed across relevant project activities. • Ensuring effective operational hand-over of the project to the organisation's operational teams.
Project and Programme Planning	<ul style="list-style-type: none"> • Contribute to the development of Project Initiation Briefs • Responsible for the effective planning of programmes and projects in accordance with Council's Project Management Methodology. • Responsible for the development of the project charter in consultation with key stakeholders and obtaining approval from the project sponsor and appropriate project governance body. • Responsible for the development and approval of the Project Management Plan including but not limited to: <ul style="list-style-type: none"> ○ Human Resource Management Plan ○ Quality Management Plan ○ Project Schedule ○ Communications Plan ○ Budget Management Plan ○ Risk Management Plan • Responsible for identifying key organisation and project inter-dependencies.
Reporting and Communication	<ul style="list-style-type: none"> • Responsible for regular formal reports to the Executive Team, Community Boards and Council as required. • Responsible for ensuring an effective communications plan is in place and is followed. • Ensuring all communications are clear and appropriate for the intended audience. • Manage relationships with external stakeholders, consultants and contract resources. • Responsible for ensuring clear communication with all project and/or programme stakeholders. • Responsible for regular formal programme and project reports in accordance with Council's Project Management Methodology • Liaise and build relationships across the organisation.

Key Areas Of Accountability	
Programme and Project Administration	<ul style="list-style-type: none"> Responsible for ensuring meeting agendas, meeting minutes, key decisions and other programme and project records are documented and filed appropriately. Responsible for ensuring appropriate programme and project documentation is maintained and appropriate approvals are obtained.
Contribution to the Wider PMU	<ul style="list-style-type: none"> Contribute to the development and continuous improvement of Council's programme and project management methodology. Provide assistance and cover to other project managers as and when required. Identify training and development opportunities. Identify tools and techniques to improve programme and project delivery. Actively contribute to programme, project and unit meetings as appropriate.
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Project Management	Reports to
Programme Sponsor	Accountable to for the delivery of the programme
Project Sponsor	Accountable to for the delivery of the project
Project Customer	Reports to for project progress and escalation of risks & issues
Project Steering Board	Reports to for project progress and escalation of risks & issues
Council	Provides reports to
Council Business Unit Staff	Works collaboratively and communicates with Manages staff to deliver project activities
Project Team Members	Manages / leads through the project delivery process
Project Managers	Delegates authority, autonomy and responsibility for day-to-day management of projects within a programme Mentors and coaches
Portfolio Managers	Works collaboratively and communicates with
Capital Programme Group (CPG) Staff	Works collaboratively and communicates with Manages staff to deliver project activities

Resource Managers	Works with to identify and engage appropriate project resources
Shared Service Managers	Works with to identify and engage appropriate project resources
External	Nature of the Relationship
Public Stakeholders	Negotiates, collaborates and communicates with, represents the project on behalf of Council
Environment Canterbury and other Local Authorities	Negotiates, collaborates and communicates with, represents the project on behalf of Council
Central Government Agencies	Negotiates, collaborates and communicates with, represents the project on behalf of Council
Industry and professional organisations	Communicates with
Consultants / contractors	Manage consultants' and contractors' time and deliverables as appropriate.
Local Iwi / Relevant Iwi	Negotiates, collaborates and communicates with, represents the project on behalf of Council

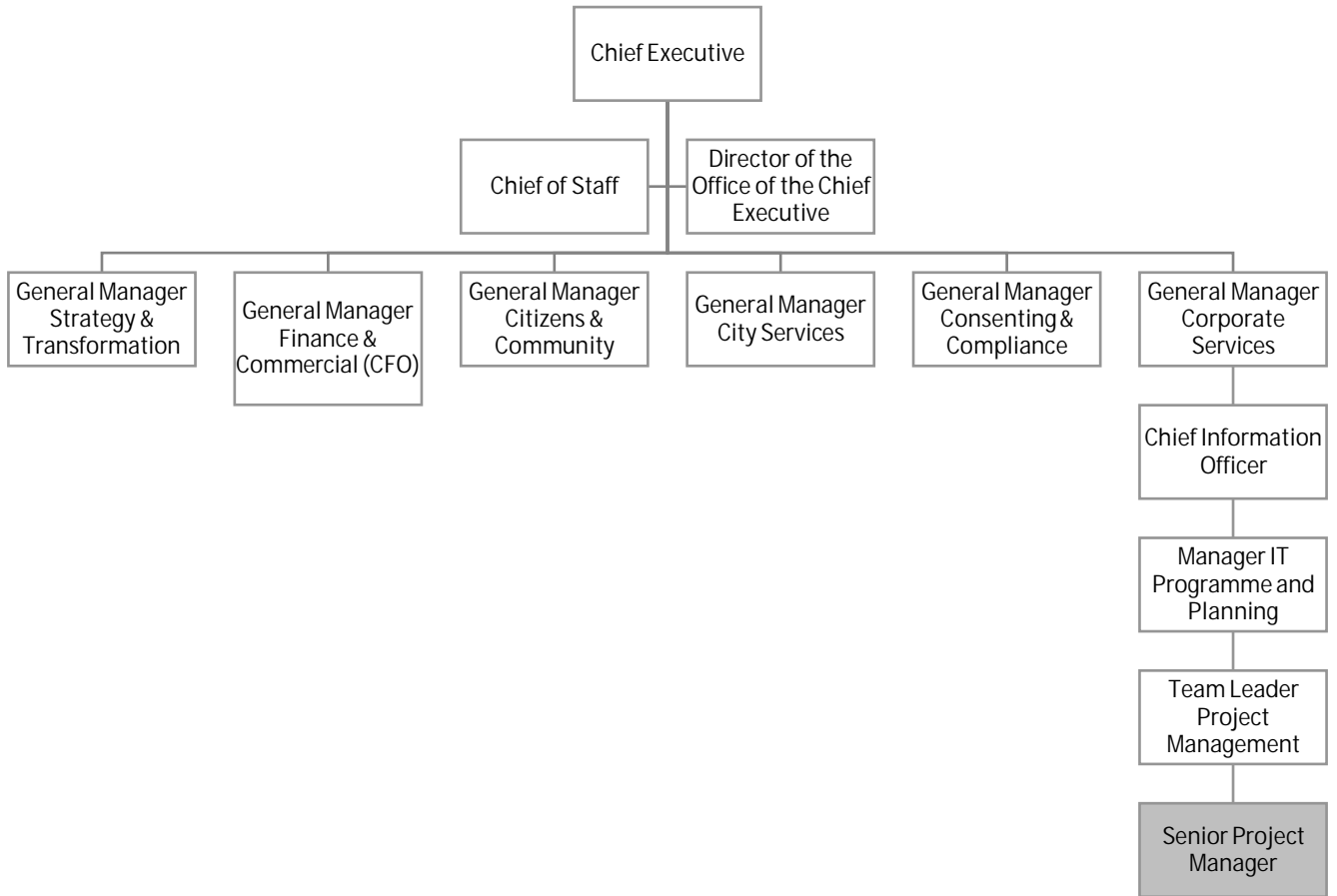
Formal Qualifications and Training	Required	Desirable
Postgraduate university degree or equivalent		✓
Undergraduate university degree (e.g. Engineering, Science, Commerce) or equivalent	✓	
Project Management Professional (PMP) accreditation or similar professional project management qualification	✓	
Programme Management Professional (PgMP) accreditation or similar professional programme management qualification		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 15 years industry experience (e.g. engineering, construction, IT) with 10 years project management experience and 2 - 5 years programme management or large (multi stream project) experience, 5 years IT experience	✓	
Advanced knowledge and experience with the application of project management methodologies (PMBOK preferred)	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Leadership <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Software Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing (for BI only- business intelligence, data warehouse and SAP BW and SAP BI) (for Spatial only- spatial and GIS) solutions complying with the Council's evolving Solution Architecture. The role will also involve mentoring less senior technical staff in integration development, this role will work with the Architecture teams to ensure solutions are aligned with Information Technology (IT) and business strategy.

The role will also work with the other departments within the unit to understand business needs, analyse business requirements, analyse technical infrastructure and processes and be involved with solution recommendations based on the alignment with current IT strategy and architecture and implementation of those technical solutions.

The Senior Software Engineer is responsible for:

- Providing technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements
- Working with the IT Solution Architecture Team to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture.
- Contributing to robust design processes for technical solutions
- Ensuring the technical integrity of solutions
- Contributing to the information architecture
- Managing and implementing initiatives to continuously improve the design and development process
- Ensuring compliance to quality standards
- Clear communications with all solution stakeholders
- Producing high quality documentation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Development	<ul style="list-style-type: none"> • Develop applications using RAD, agile and prototyping methodologies (working directly with IT customers, translating requirements into working models) • Analyse system specifications and translate system requirements to task specifications for junior programmers. • Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. • Responsible for analysis of current programs including performance, diagnosis and troubleshooting of problem programs, and designing solutions to problematic programming. • Responsible for communicating with stakeholders and technical support staff regarding programming needs and performance. • Suggest/recommend improvements to development policy and practices
Testing/Quality Control	<ul style="list-style-type: none"> • Ensure developed applications and integration meet quality standards, including (but not limited to) efficient and effective coding, documentation. • Perform unit testing as applications/modules are built, support acceptance testing, document test results and fix defects identified during testing • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing and quality control policy and practices
Analysis and Design	<ul style="list-style-type: none"> • Proactively work with business analysts and IT customers to produce requirement definitions and functional specifications. • Assist senior colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT architecture • Understand how the application 'enables' the business process • Scope and estimate work effort based on functional specification • Translate functional specification into a documented technical specification to produce a specification model that includes: a systems architecture, showing modules within the system, integration, application layers, and a data model detailing the data structures • Suggest/recommend improvements to analysis and design policy and practices
Implementation	<ul style="list-style-type: none"> • Develop transition/implementation plans in accordance with change/release policy and practice • Action transition/implementation plan in accordance with change and release management policies • Deliver training sessions • Manage/co-ordinate transition/implementation in accordance with change/release policy and practices. • Suggest/recommend improvements to implementation policy and practices
Support and Maintenance	<ul style="list-style-type: none"> • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Design, build, test, implement fault fixes and minor enhancements, in accordance with ITIL process and using appropriate development methodology • Perform vendor software upgrades and apply patches as part of maintenance plan

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Proactively work with IT customers to continually improve and enhance existing systems Establish working relationship with software vendors and 3rd parties
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role model our shared values Providing technical leadership during the design and development of technical solutions Provide assistance to testers and support personnel as needed to determine system problems Analyse system specifications and translate system requirements to task specifications for junior programmers. Works collaboratively with Project Managers and Solution Architects. Analyse, design, coordinate and supervise the development of software systems
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader	Report to
IT project managers	Reports to (for project issues and deliverables)
Council Business Units (customers)	Liaise and lead customer to appropriate IT solution
Solution Architects	Work with in the design of solutions
External	Nature of the Relationship
Software vendors and 3 rd party developers	Liaise and work collaboratively with

Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	

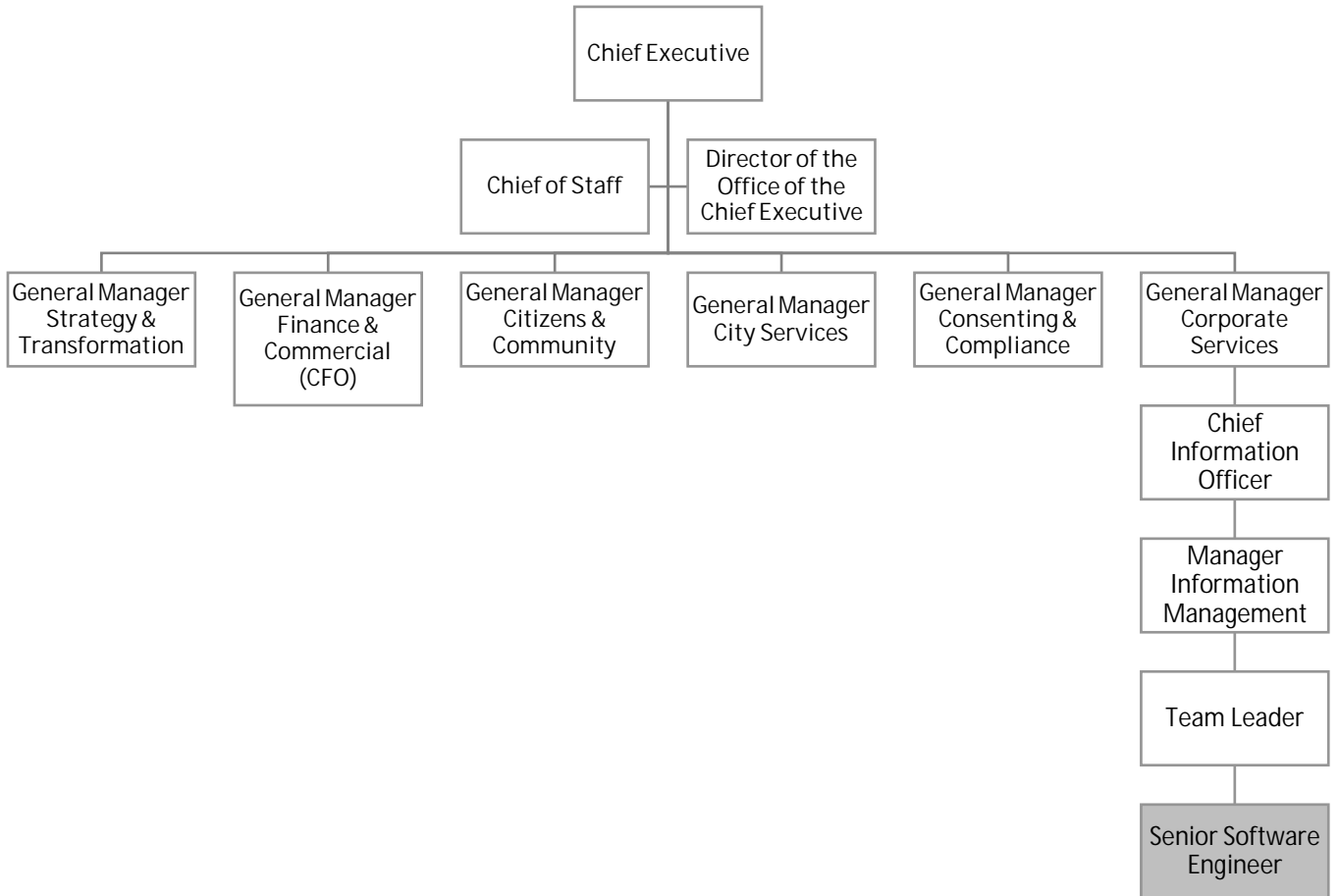
Key Competencies/Knowledge/Skills/Experience	Required	Desirable
A minimum of 7 years in the IT Industry	✓	
(I&I team only- Experience is required in as a Software Engineer using C# .Net.)	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
Experience in object oriented design and development using industry recognised tools and techniques	✓	
Business Process Management/Workflow	✓	
Enterprise Integration and SOA including WCF and REST services	✓	
Agile methodologies e.g. scrum, kanban	✓	
Expert Database and query skills	✓	
Technical expertise in Open Standards based technologies	✓	
Demonstrated ability to take a holistic approach to problem solving – looks at all wider implications and solutions to achieve business outcomes.	✓	
Plans and ensures effective use of resources to meet objectives	✓	
Demonstrated ability to work under pressure, maintain attention to detail and prioritise tasks	✓	
(BI only- Experience in cloud BI solutions)		✓
(BI only- Experience in SAP BI and BW solutions)		✓
(BI & Spatial only – extensive experience in ETL design)	✓	
(Spatial only – Experience in GIS technologies)	✓	
Solution Design experience in tiered systems.		✓
Working knowledge of RDBMS		✓
System performance analysis and capacity planning		✓
Solution operation and management		✓
<p>Leadership</p> <ul style="list-style-type: none"> Gets involved - is a positive and active contributor to work discussions and projects. Addresses issues and problems honestly, promptly, respectfully and openly. Provides specific feedback to others. Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. Listens to feedback from customers and takes time to understand their views and needs. Is a role model for customer service excellence. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Software Engineer SAP	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader SAP Technical	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide technical support to the Business and teams within the Council by designing, developing, and implementing business solutions to meet the business requirements. This will include analysis of the business requirements, technical infrastructure and processes and be involved in discussions around solution recommendations. The role will provide ABAP and UI5 programming functions that are related to the implantation of SAP modules and will also involve mentoring of the less senior technical staff when necessary.

The responsibilities include:

- Coding SAP modules and complex functions using ABAP programming language.
- Creating specialized reports for SAP modules using ABAP programming language.
- Designing forms for SAP modules using SAP scripts.
- Troubleshooting and corrects SAP module problems by using ABAP programming language to implement OSS notes.
- Interfacing with business and functional analysts to ensure the proper integration of business processes and procedures to information technology.
- Assisting in defining technical requirements for on-going systems maintenance and future functionality.
- Provides technical support to users on matters related to the programming of SAP modules.
- Ensuring compliance to quality standards
- Clear communications with all stakeholders and vendor /partners.
- Production of high quality documentation.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis and Design	<ul style="list-style-type: none"> • Work with IT customers, business and functional analysts to translate requirements into technical specifications. • Assist colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT solution architecture. • Based on understanding of technology work collaboratively with the business and suggest potential improvements in the business process or function • Assist the solutions architect in evaluation and recommendation of a solution options. • Scope and estimate work effort to deliver based on technical, functional specification and detailed design. • Suggest/recommend improvements to Analysis and Design policy and practices • Ensure all analysis and design activity is delivered in accordance with current quality standards, policy and practice.
Development	<ul style="list-style-type: none"> • Develop applications using IT methodologies. • Code SAP modules and functions using ABAP programming language. • Code SAP modules and functions using UI5 programming language. • Provide technical documentation to enable the support of development work. • Version control tools and techniques when coding applications, modifying and enhancing applications • Document and record all development activity in accordance with current policy and practice • Ensure applications are configured in line with IT processes, procedures, strategy and architecture • Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure developed applications meet quality standards, including (but not limited to) efficient and effective coding, documentation. • Perform unit testing as applications / modules are built. • Support acceptance testing. • Document test results. • Fix defects identified during testing. • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing QC policy and practices.
Implementation	<ul style="list-style-type: none"> • Assist in the development of transition/implementation plans in accordance with change/release policy and practice • Perform release and deployment activities in accordance with change/release policy and practices. • Suggest/recommend improvements to release and deployment policy and practices • Implement and support the leadership decisions of the Team Leader by coordinating resources and priorities as appropriate • Perform day to day operational coaching discussions around performance with team members, including facilitation of performance meetings with individuals and team • Take the necessary steps to improve performance, liaising with the Team Leader. • Provide mentoring to junior staff and business units.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provide training to business units • Is a role model for our shared values.
Product Owner	<ul style="list-style-type: none"> • Observing, learning and analysing the market. • Observing, learning, contacting and analysing customers and end users of the product. • Engage with stakeholders of the product regularly. • Provide feedback to the team, project team and customers during the development process and post implementation • Work with the business on prioritisation of enhancement • Review UAT Test scripts prior to user acceptance
Support and Maintenance	<ul style="list-style-type: none"> • Provide 2nd and 3rd level application support • Document and record all support and maintenance activity in accordance with change and release management policy and practices • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Evaluate impact of vendor software upgrades • Proactively work with IT customers to continually improve and enhance existing systems.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader SAP Technical	Reports to
IT project managers	Reports to (for project issues and deliverables)
IT team members	Works collaboratively, mentors and coordinates streams of activity
Council Business Units (IT customers)	Liases, coordinates and leads
External	Nature of the Relationship
Third party software vendors	Works collaboratively with, and coordinates

Formal Qualifications and Training	Required	Desirable
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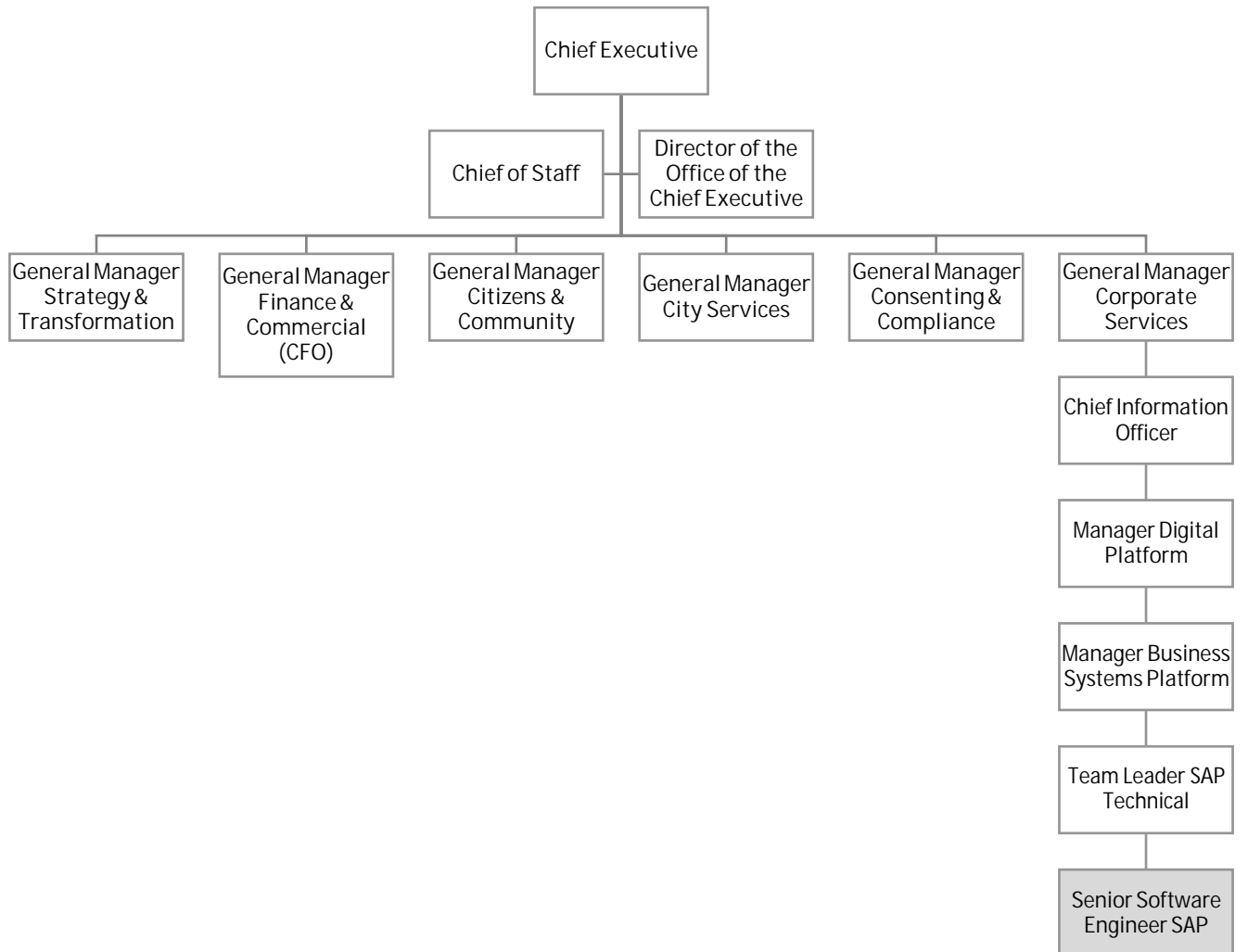
Undergraduate university degree or equivalent relevant experience	✓	
Advanced level formal training, in analysis techniques and methodologies.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 7 years' experience in SAP ABAP design and programming	✓	
Advanced knowledge in principles and techniques of systems analysis, design and testing	✓	
Advanced knowledge in principles of program documentation and best practice for SAP development	✓	
ERP Configuration - Advanced skill in the configuration of ERP modules that are implemented at Council.	✓	
Business Functions and Processes <ul style="list-style-type: none"> • A high level of skill in a variety of business processes and functions, including: • Financial processes and functions • Procurement processes and functions • Asset management processes and functions • Contractor management processes and functions • HR processes and functions • Payroll processes and functions • Local government processes and functions • Business process modelling methodologies 	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Strategic Focus <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long-term strategies that steer the nature of the services Council delivers. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Software Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing solutions complying with the Council's evolving Solution Architecture. The role will also involve mentoring less senior technical staff in integration development; this role will work with the Architects to ensure solutions are aligned with the ICT and business strategy.

The role will also work with the other departments within the unit to understand business needs, analyse business requirements, analyse technical infrastructure and processes and be involved with solution recommendations based on the alignment with current ICT strategy and architecture and implementation of those technical solutions.

The Senior Software Developer is responsible for:

- Providing technical leadership during the design and development of technical solutions to meet the Council's agreed business requirements
- Working with the IT Teams to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture.
- Contributing to robust design processes for technical solutions
- Ensuring the technical integrity of solutions
- Contributing to the information architecture
- Managing and implementing initiatives to continuously improve the design and development process
- Ensuring compliance to quality standards
- Clear communications with all solution stakeholders
- Producing high quality documentation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Development	<ul style="list-style-type: none"> • Develop applications using RAD, agile and prototyping methodologies (working directly with IT customers, translating requirements into working models) • Analyse system specifications and translate system requirements to task specifications for junior programmers. • Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. • Responsible for analysis of current programs including performance, diagnosis and troubleshooting of problem programs, and designing solutions to problematic programming. • Responsible for communicating with stakeholders and technical support staff regarding programming needs and performance. • Suggest/recommend improvements to Development policy and practices
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure developed applications and integration meet quality standards, including (but not limited to) efficient and effective coding, documentation. • Perform unit testing as applications/modules are built • Support acceptance testing • Document test results • Fix defects identified during testing • Perform quality control functions such as peer reviews • Suggest/recommend improvements to testing and QC policy and practices
Analysis and Design	<ul style="list-style-type: none"> • Proactively work with business analysts and IT customers to produce requirement definitions and functional specifications. • Assist senior colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT architecture • Understand how the application 'enables' the business process • Scope and estimate work effort based on functional specification • Translate functional specification into a documented technical specification to produce a specification model that includes: a systems architecture, showing modules within the system, integration, application layers, and a data model detailing the data structures • Suggest/recommend improvements to Analysis and Design policy and practices
Implementation	<ul style="list-style-type: none"> • Develop transition/implementation plans in accordance with change/release policy and practice • Action transition/implementation plan in accordance with change and release management policies • Deliver training sessions • Manage/co-ordinate transition/implementation in accordance with change/release policy and practices. • Suggest/recommend improvements to implementation policy and practices
Support and Maintenance	<ul style="list-style-type: none"> • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Design, build, test, implement fault fixes and minor enhancements, in accordance with ITIL process and using appropriate development methodology • Perform vendor software upgrades and apply patches as part of maintenance plan

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Proactively work with IT customers to continually improve and enhance existing systems Establish working relationship with software vendors and third parties
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager	Report to
IT Project Managers	Reports to (for project issues and deliverables)
Council Business Units (customers)	Liaise and lead customer to appropriate ICT solution
IT Teams	Work with in the design of solutions
External	Nature of the Relationship
Software vendors and third party developers	Liaise and work collaboratively with

Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	

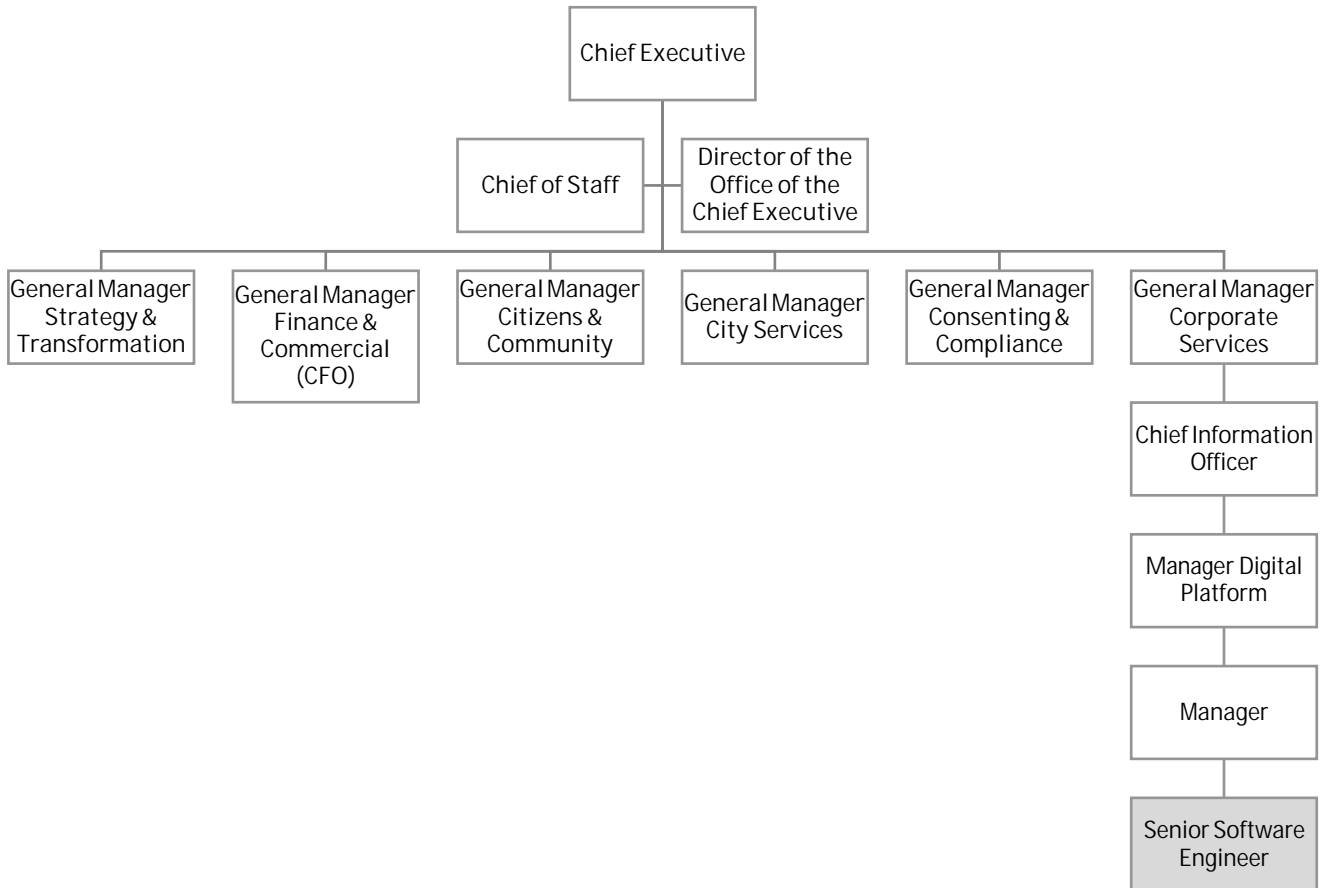
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of 10 years in the ICT Industry	✓	
A minimum of 7 years' experience is required in as a Software Engineer using C# .Net.	✓	
Minimum of 7 years' experience in object oriented design and development using industry recognised tools and techniques	✓	
Business Process Management/Workflow	✓	
Enterprise Integration and SOA including WCF and REST services	✓	
Agile methodologies e.g. scrum, kanban	✓	
Expert SQL skills	✓	
Technical expertise in Open Standards based technologies	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Demonstrated ability to take a holistic approach to problem solving – looks at all wider implications and solutions to achieve business outcomes.	✓	
Plans and ensures effective use of resources to meet objectives	✓	
Demonstrated ability to work under pressure, maintain attention to detail and prioritise tasks	✓	
Solution Design experience in in tiered systems.		✓
Working knowledge of RDBMS		✓
System performance analysis and capacity planning		✓
Solution operation and management		✓
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long-term strategies that steer the nature of the services Council delivers. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Gets to know people outside of their own team. 		
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Senior Support Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader IT Service Desk	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2020

Purpose of the position:

- The Senior Support Analyst is one of a team of Support Specialists with extensive experience in business/IT management. The Service Desk Team is responsible for the implementation of Best Practice - using appropriate ITIL compliant processes and following all relevant policies and procedures across their area of responsibilities. Support Senior Analyst will assist in the provision of Service Desk and first / second level support for all users of the Council systems - covering enterprise applications, hardware, software and peripherals.
- This support will include (but not be limited to) the provision of advice, assistance, problem solving, troubleshooting, knowledge management, continual service improvement, training of new team members, ongoing mentoring off existing team members, documentation, Technical Leadership on behalf of the Service Desk for any Project activity coupled with day to day Technical Leadership. In addition to this first / second level support to customers and users. This position requires a senior level of technical expertise in the administration, technical oversight and management of the Council's IT Applications and environments.
- Following ITIL methodologies, the Senior Support Analyst will follow the Service Operations principles of incident, problem, change, release, and capacity and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Service Desk First / Second Level Support	<ul style="list-style-type: none"> • Analyse and resolve incidents aiming for an on the spot fix, utilising your own skills, remote desktop tools and knowledge-based tools, or, if necessary, escalation to second or third level support if required. • To be effective in recognising high priority and urgent incidents that have the potential to disrupt a significant number of customers or adversely impact public perception of the Council and to ensure they are assigned to the appropriate staff and are quickly resolved. • Responding to requests for assistance from customers, including diagnosis and resolution or referral of faults, and provision of information relating to IT Services, i.e.
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Key Areas Of Accountability

	<p>troubleshooting of CCC standard applications, IT Desktop solutions and mobile devices.</p> <ul style="list-style-type: none"> • Maintain ownership of all high priority and urgent incidents through to closure, monitoring the status and progress of all escalated incidents and validating the resolution prior to closure. Work with Change Management and Incident Escalation Manager to ensure the correct escalation path has been followed and a sound handover has been provided by the Service Desk. • Ensure the successful completion and resolution of each call owned by the Service Desk, including, ensuring that the customer is kept informed of progress on a regular basis. • To make use of communication tools to fully inform team members and customers when there is an operational crisis. • Facilitate the set up approved new hardware and software as required. • Ensure that end of life equipment is disposed in accordance with agreed processes. • Establish and maintain interface between customers and IT unit. • Identify recurring incidents and flag for root cause analysis. Communicate any trends identified in calls received to the Team Leader and work with Team Leader to ensure trends are highlighted across the monthly reporting. • To be aware of the Change Management Policy and raise Change Requests as required under the Policy and update customers accordingly. Be involved in elaboration activity to review and provide feedback to the Change Manager to enable the policy to remain up to date. • To be aware of the Incident Escalation Policy and raise Incidents as required under the Policy and update customers accordingly. Be involved in elaboration activity to review and provide feedback to the Incident Escalation Manager to enable the policy to remain up to date. • To be aware of Software Licensing procedures and engage the Assets and Contracts Team when new licenses are requested or when any licensing discrepancies are encountered. Compiling with the current R & R Policy.
Customer Services	<ul style="list-style-type: none"> • Responding to and resolving requests for assistance from customers, (through the Service Desk) including diagnosis of faults, according to SLA. • Providing the appropriate levels of access to the system, as approved by Business Solutions or Module Champions. • Provide the right information to ensure that customers understand information management requirements and the rationale for these. • Provide training to customers in the use of IT services as necessary, or as required by the Team Leader. • Implement appropriate support processes in conjunction with other teams to improve customer service and deliver customer satisfaction. • Trains and Mentors staff to provide the best possible service to customers. Included in this is the management and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer. • Contribute to developing team priorities and work plan for systems support and development. • Ensure users have knowledge to act in ways that support system security and data integrity. • Participate in projects that enhance the quality or efficiency of our services.
Communication and Relationship	<ul style="list-style-type: none"> • Contribute to the success of the team and help foster team spirit through a collaborative and co-operative approach to work.

Key Areas Of Accountability	
Building and Management	<ul style="list-style-type: none"> • Organising and prioritising tasks and managing time effectively. • Ensuring tasks are completed and followed through. • Contributing positively to team meetings and projects. • Lead by example by demonstrating behaviours that are expected of a Senior Team Member and aligned to the Corporate Values. • Proactively maintain the relationships between the IT group, information owners, internal and external customers and stakeholders. • Liaise with, and build effective relationships with colleagues and integrate work with other teams across the IT Unit as appropriate.
Vendor Relations	<ul style="list-style-type: none"> • Understanding and following the agreed communications channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. Contributes to a successful working relationship with vendors. • Log maintains and reconciles support calls to the appropriate vendor representatives and support staff. • Assesses and understands available solutions, in order to be able to advise customers and Team Leader / Service Manager of the best possible solution to meet documented requirements.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader IT Service Desk	Reports to
Specialist Business Systems Champions	Works with
System Manager	Works with
Internal Customers	Support and Advice
IT Staff	Advice and support colleagues in the day-to-day support of systems: be included in planning and support for any maintenance activities. Mentor colleagues where appropriate.
External	Nature of the Relationship
Third party software vendors	Works collaboratively, and coordinates.

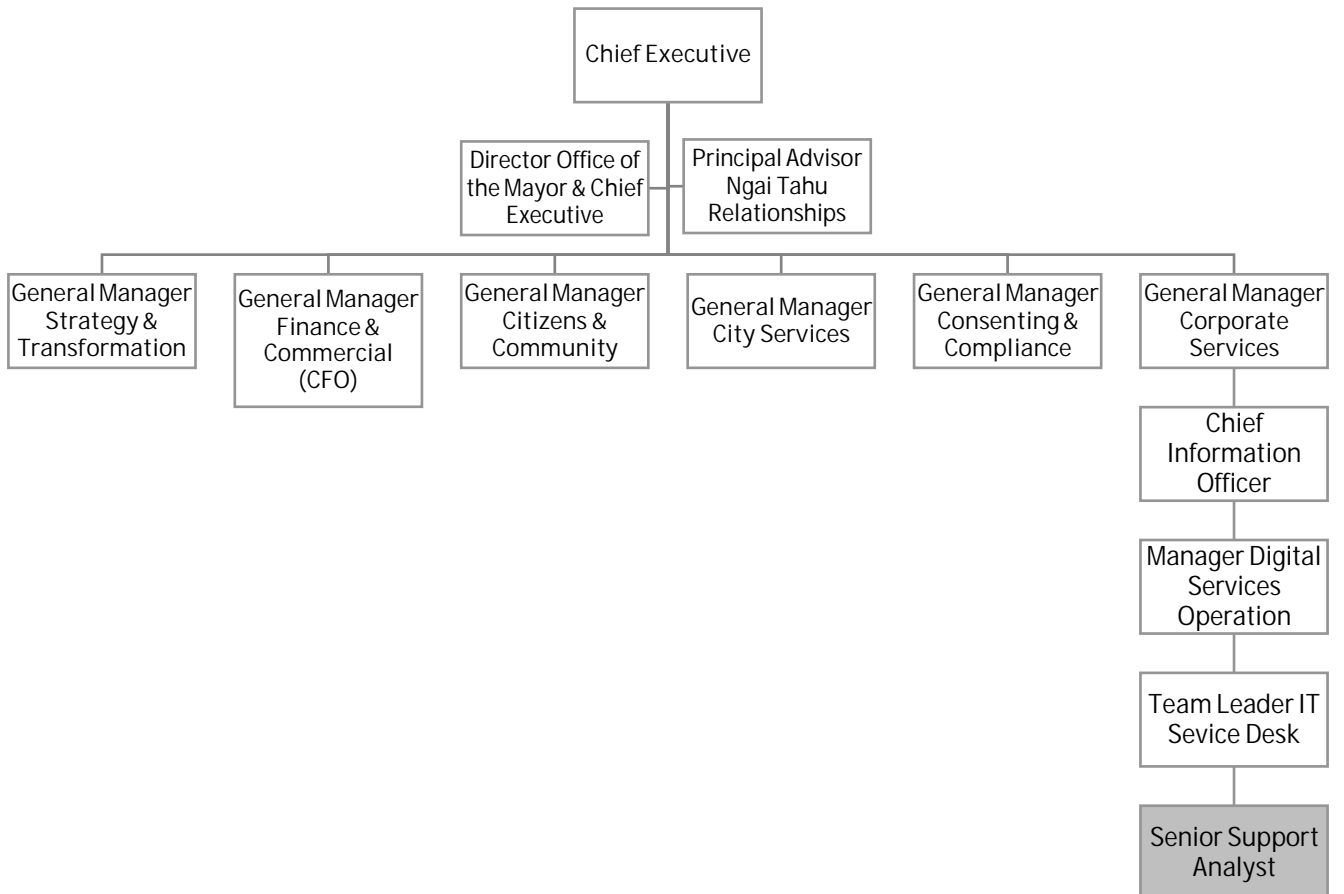
Formal Qualifications and Training	Required	Desirable
Tertiary qualification in information systems or a related field, which would demonstrate basic skills relevant to the position e.g. CCNA, a degree in Information Technology, Computer Science or other relevant discipline, or evidence of ability to work at that level of knowledge	✓	
MOUS or have excellent, proven MS Office skills.	✓	
MCSE Certified.		✓
Microsoft Certified Professional (MCP)		✓
A+		✓
ITIL Foundation Certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of 7 years' Service Desk experience in supporting PC hardware & software in large organisation.	✓	
A high level of technical skills and experience, and be willing to continue learning in a rapidly evolving environment	✓	
Ability to understand the Council's IT environment, sufficiently to provide effective 1st and 2nd line support to users of the systems.	✓	
Proven ability to prioritise work (allocate work to meet priorities and tight deadlines).	✓	
Ability to identify support trends (for example, 10 people call the service desk about the same problem in three hours).	✓	
Willing and able to contribute to the continual improvement of Team processes and procedures and to assist in documenting them with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.	✓	
Working Collaboratively <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
Planning and Self-Management <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Service Owner - Digital Citizen Experience	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Digital Solutions	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This position is responsible for the strategic service management of the MyCouncil service portfolio. The My Council programme focus is to ensure that citizens and the community can simply and easily interact with Council, particularly through the online channel, as well as delivering efficiencies through standardising and simplifying Council processes. The Service Owner is a primary stakeholder in all of the IT processes which enable or support the MyCouncil portfolio. This position is instrumental in the development of service strategy and is responsible for end-to-end service delivery to ensure that a service is managed with a business focus, is the single point of accountability to ensure successful delivery. The role will:

- Lead, develop and deliver strategic framework for the programmes of work within the portfolio ensuring it aligns to the overall Digital Platform Strategy.
- Champion MyCouncil within the organisation
- Ensure a strong focus on citizens and the community for all projects that contribute towards the MyCouncil vision
- Understand and represent the voice of the business, ensuring that improvements reduce complexity, duplication, and fragmentation for Council staff.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

MyCouncil Service Strategy and Strategic Framework

- Have clear understanding of the Service business plan, understand the business value proposition, the customers and the suppliers.
- Develop and implement strategy for the portfolio ensuring alignment with the Digital Platform Strategy
- Creation of strategic framework for the programmes of work within the portfolio and its category of products and transition from project to product management focus across the platform

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develop and implement delivery programmes aligned to the portfolio strategy and ensuring connection across digital platform functions. Working with key providers around future focus of products within the platform • Anticipates changes in market dynamics /models, adapts platform, and creates platform retirement and transitioning strategies.
Operational Service Management	<ul style="list-style-type: none"> • Lead the operational planning processes, ensuring the alignment of key areas of focus. • Establish targets and monitor financial results to meet My Council Service deliverables. • Work with other department Managers in within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Identify emerging issues and resolve at earliest opportunity, and escalate issues that are identified as a risk to Council. • Ensure the management of performance of systems and services in terms of their contribution to business performance and their financial costs and sustainability. • Develop continual service improvement plans to ensure the IT platform adequately supports business needs. • Research suppliers and markets, and maintains a broad understanding of the commercial environment, to inform and develop implementation strategies and sourcing plans. • Negotiate with potential partners and suppliers, developing acceptance criteria and procedures and manages suppliers performance and levels of service • Identifies and manages the resources necessary for all stages (planning, estimation, execution) of solution development projects, ensuring that technical, financial and quality targets are met. • Ensures that all groups which maintain the data and relationships for the service architecture they are responsible for having done so with the level of integrity required. • Acts as the single point of contact for a specific service, and ensures that the Service Catalogue is accurate in relationship to their service.
Service Level & Reporting	<ul style="list-style-type: none"> • Identify all IT requirements including all of the necessary actions for IT to deliver the business requirements including contracts, licenses, technology, support, facilities, staff, monitoring and reporting. • Provide the primary reporting on the success of your service at the appropriate operations reviews. • Ensure maintain a good understanding of Council information systems, including proficiency on accessing relevant information • Develop reports, data visualisations and dashboards that best suits the needs of the business whilst adhering to data principles, best practice and the information strategy. • Observing, learning, contacting and analysing customers and end users of the product to gain insights into the service. • Work with the business on prioritisation of enhancements.
Leadership	<ul style="list-style-type: none"> • Effectively delegate authority, autonomy and responsibility for day-to-day management of the projects within the programme to the designated project managers, or Continuous Improvement leads. • Be accountable for, and lead all aspects of MyCouncil Service delivery. • Be a role model for Council's shared values.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Provide mentoring and coaching for project team members as required. • Develop, manage and maintain positive relationships with key internal and external stakeholders.
Specialist advice	<ul style="list-style-type: none"> • Actively maintains recognised expert level knowledge in one or more identifiable business systems platforms. • Provides definitive and expert advice in their specialist area. • Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. • Supports and promotes the development and sharing of specialist knowledge within the organisation. • Reviews new change proposals and provides specialist advice on information and records management, including advice on and promotion of collaborative working and assessment and management of information-related risk.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Solutions	Reports to
Group General Manager / Unit Head's of	Strategic and operational advice and decision support on IT solutions
Leaders in the Digital Platform teams	Peer relationship, collaborate with
Leaders in the IT Unit	Share information and collaborate with
IT Unit staff	Leadership, mentoring and advice
External	Nature of the Relationship
Platform vendors / suppliers	Partnership, negotiate and contract management
Consultants	Partnership
Other similar organisations	Network with

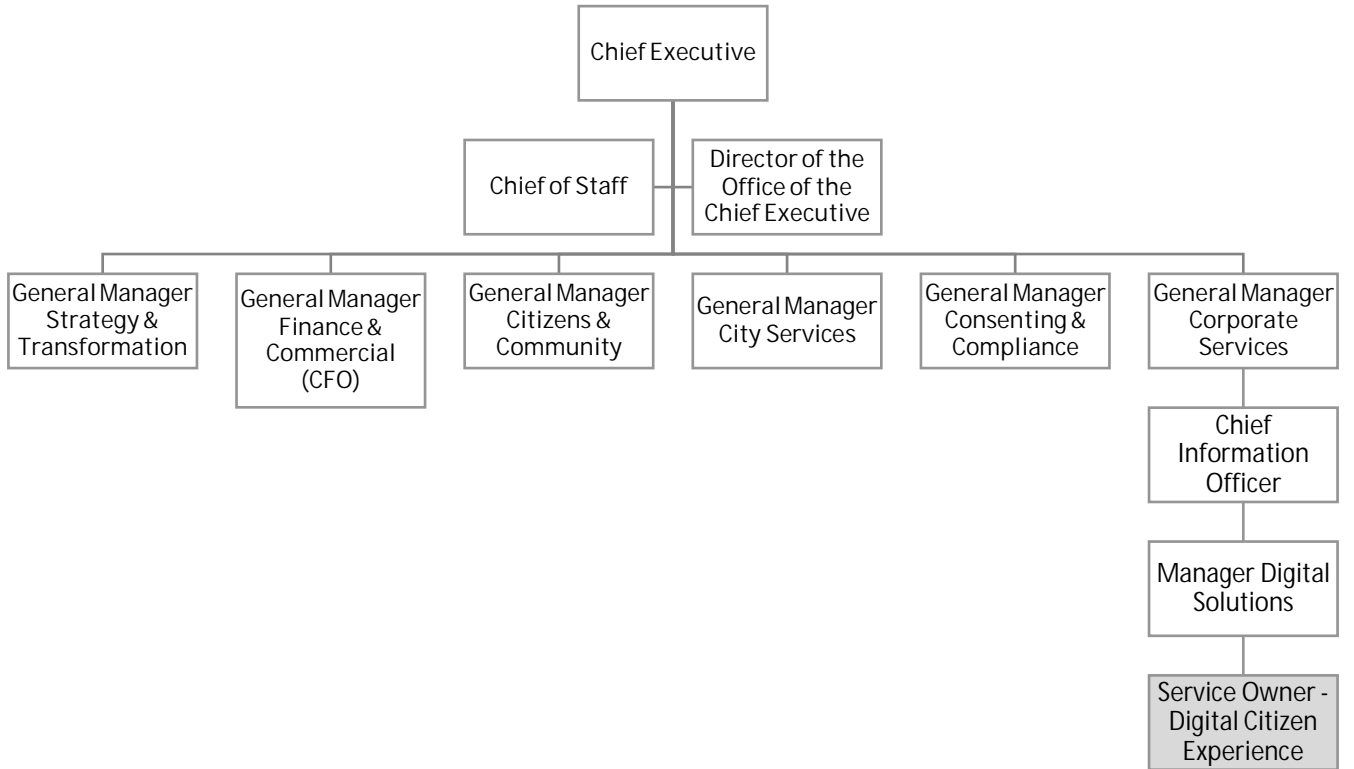
Formal Qualifications and Training	Required	Desirable
A tertiary degree in business, information technology or relevant discipline	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
At least 10 years in IT industry with 7 years in a Service Owner interfacing role in a large organisation.	✓	
Knowledge and practical experience of best practice in all IT functions, policy and practice.	✓	
Extensive experience in system design and implementation and leading IT Technology change	✓	
Sound experience as a relationship manager.	✓	
Experience developing service strategies, roadmaps with capacity planning and interdependencies		
Extensive experience with vendor management and monitoring performance	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. 	✓	

Key Competencies/Knowledge/Skills/Experience	Required	Desirable
<ul style="list-style-type: none"> • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 		

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Software Engineer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager/ Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The key focus of this role is to provide technical solution design and software development for new and existing (for BI only- business intelligence, data warehouse and SAP BW and SAP BI) (for Spatial only- spatial and GIS) solutions complying with the Council's Solution Architecture. This role will work with more senior software engineers across a number of integrations, and also involve mentoring with less senior technical staff when necessary. The role will also work with Architects to ensure solutions are aligned with the ICT and business strategy. The role will also work with the other departments within IT to understand business needs, analyse business requirements, analyse technical infrastructure and processes and be involved with solution recommendations based on the alignment with current ICT strategy and architecture and implementation of those technical solutions. The role will work within Agile teams using the SCRUM framework.

The Software Engineer is responsible for:

- Detailed design, coding, unit testing and deployment activities
- Working with the IT Teams to ensure the alignment of proposed solutions with the Council's evolving Solution Architecture.
- Contributing to robust design processes for technical solutions
- Ensuring the technical integrity of solutions
- Contributing to the information architecture
- Working with senior software engineers to implement initiatives to continuously improve the design and development process
- Ensuring compliance to quality standards
- Clear communications with all solution stakeholders
- Producing high quality documentation

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Analysis and Design	<ul style="list-style-type: none"> • Work with IT customers, business and functional analysts to translate requirements into technical specifications • Assist colleagues, and team leaders to ensure the functional specification meets the business need; and that the technical specification is in-line with Council IT solution architecture • Understand how the application 'enables' the business process. • Scope and estimate work effort based on functional specification
Development	<ul style="list-style-type: none"> • Develop integrations using IT methodologies • Provide technical documentation to enable the support of development work
Testing / Quality Control	<ul style="list-style-type: none"> • Ensure developed integrations meet quality standards, including (but not limited to) efficient and effective coding, documentation. • Perform unit testing as applications/modules are built • Support acceptance testing • Document test results • Fix defects identified during testing
Implementation	<ul style="list-style-type: none"> • Develop transition/implementation plans in accordance with change/release policy and practice • Action transition/implementation plan in accordance with change and release management policies
Support and Maintenance	<ul style="list-style-type: none"> • Prepare and document maintenance plans • Scope and estimate break/fix effort and resources • Design, build, test, implement fault fixes and minor enhancements, in accordance with ITIL process and using appropriate development methodology
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager/ Team Leader	Report to
IT Project Managers	Reports to (for project issues and deliverables)
Senior Software Engineers	Receives mentoring and coaching from to aid professional development

Unit members	Working collaboratively with
Council Business Units (customers)	Liaise with
External	Nature of the Relationship
Software vendors and third party developers	Liaise and work collaboratively with

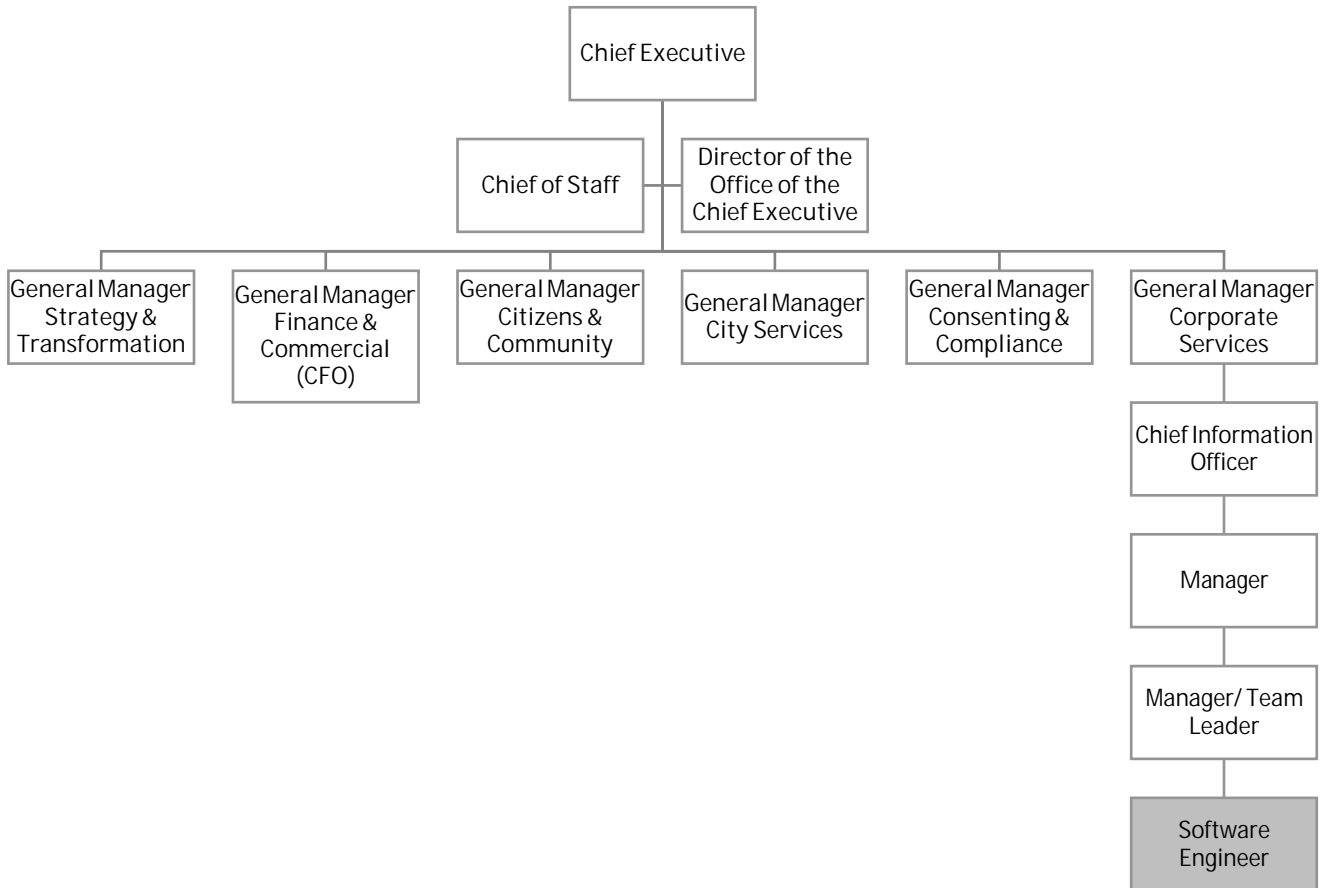
Formal Qualifications and Training	Required	Desirable
Degree in Information Management or Computer Science or Graduate Diploma in ICT (NZQA Level 7)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum 5 years' experience in an ICT related position (I&I team only- of which a minimum of 2 years as a C#.NET programmer	✓	
Business Process Management/Workflow	✓	
Principles and techniques of systems analysis, design and testing	✓	
Principles of program documentation	✓	
Principles of SOA	✓	
Analyse business problems and developing solutions to address	✓	
Develop test data and analyse problems in programs	✓	
Express difficult and complex concepts clearly and concisely both orally and in writing	✓	
Write clear and logical program documentation	✓	
Learn the characteristics of new systems and update skills to adapt to changing technology	✓	
(BI only- Experience in cloud BI solutions)		✓
(BI only- Experience in SAP BI and BW solutions)		✓
(BI & Spatial only – experience in ETL design)	✓	
(Spatial only – Experience in GIS technologies)	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Planning and Self-Management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Spatial Champion	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Information Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

To partner with key stakeholders at a senior management level (General Managers and Unit Managers) to shape and influence how 'spatial information' can assist the Christchurch City Council to achieve its business objectives. One of the key responsibilities of the spatial champion is to establish, lead and manage the spatial governance required to successfully implement the spatial strategy and its transition program of work for Council.

The key role of the Spatial Champion is to continually promote and champion the use and value of spatial within Council. This role will become the 'face' of spatial for Council, and at times act as the conduit between business and spatial as well as with our external partners.

For current and potential users of spatial, this role will be the first contact of the Spatial Support Team to understand more about how spatial can transform and add value to their business. The role is very much a networking role, as much as a subject expert in the spatial industry.

Key responsibilities of the Spatial Champion are to:

- Partner with Council senior management (General Manager and Unit level) to understand current business needs, promote the spatial strategy and influence the future business strategy through the smart use of spatial information.
- Establish spatial governance throughout the council. Set the governance framework, identify appropriate data stewardship, set data standards, monitoring and audit requirements to support the appropriate quality and use of spatial information to ensure that spatial information can assist Council to meet its business objectives.
- Champion efforts to improve business performance through enterprise information solutions and capabilities for spatial, such as master data management (MDM), metadata management, business intelligence (BI), content management and data integration.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships with key stakeholders across Council. • Develop and maintain collaborative relationships with key external stakeholders including regional and national government bodies. • Manage and monitor relationships with and between stakeholders. Clarify mutual needs and commitments through consultation and consideration of impacts. • As required, represent Council on any spatial industry regional or national initiatives.
Spatial Governances	<ul style="list-style-type: none"> • Ensure the spatial operating steering group is well informed, organised, and able to govern effectively. • As required, inform and update ELT on the progress of spatial initiatives that have a strategic importance. • As required, represent spatial on other Council governance or steering groups. • Set the spatial governance framework, identify appropriate data stewardship, set data standards, monitoring and audit requirements to support the appropriate quality and use of spatial information in business and IT processes. • Takes responsibility for the control, update and distribution of quality standards, and advice on their use. • Promote the strategy and policies covering the design of information structures and taxonomies, the setting of policies for the sourcing and maintenance of the data content. • Communicate the organisation's strategy for managing information, ensuring that uniformly recognised and accepted data definitions are developed and applied throughout the organisation. Identify the impact of any relevant statutory, internal or external regulations on the organisation's use of information and develop strategies for compliance.
Strategic and Operational Planning	<ul style="list-style-type: none"> • In collaboration with key stakeholders, review and update the spatial strategy and spatial transition plan to align IT plans with business objectives. Work with stakeholders to communicate and embed strategic management via objectives, accountabilities and monitoring of progress. • Collate information and create reports and insights to support the strategic spatial processes. Develop and communicate plans to drive forward the strategy. Contribute to the development of policies, standards and guidelines for spatial governance and information management. • Assist the business to ensure that maximum benefit is gained from spatial information.
Technical Expertise and Innovation	<ul style="list-style-type: none"> • Advise and steer direction and decisions using your knowledge and expertise in spatial technologies, architecture, and data experience. • Keep current with global trends in spatial technology and architecture and be a 'thought' leader in spatial. • Maintain an awareness and understanding of regional and national spatial initiatives that may impact or add value to Council. • Actively monitor for, and seek, opportunities, new methods, trends, capabilities and products in spatial, to the advancement of the organisation. Clearly articulate and formally report potential benefits from both structural and incremental change. Encourage and motivate colleagues to share creative ideas and learn from failures.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values

Key Areas Of Accountability	
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Information Management	Reports to
Senior business leaders / Managers	Influence & advise
The Spatial Governance Group	Chair, advise and influence
Chief Information Architect	Advise and collaborate
IT Managers	Advise and influence
External	Nature of the Relationship
External Service Provider	Advise and influence
Government agencies, other local authorities and external business partners	Liaise and contribute

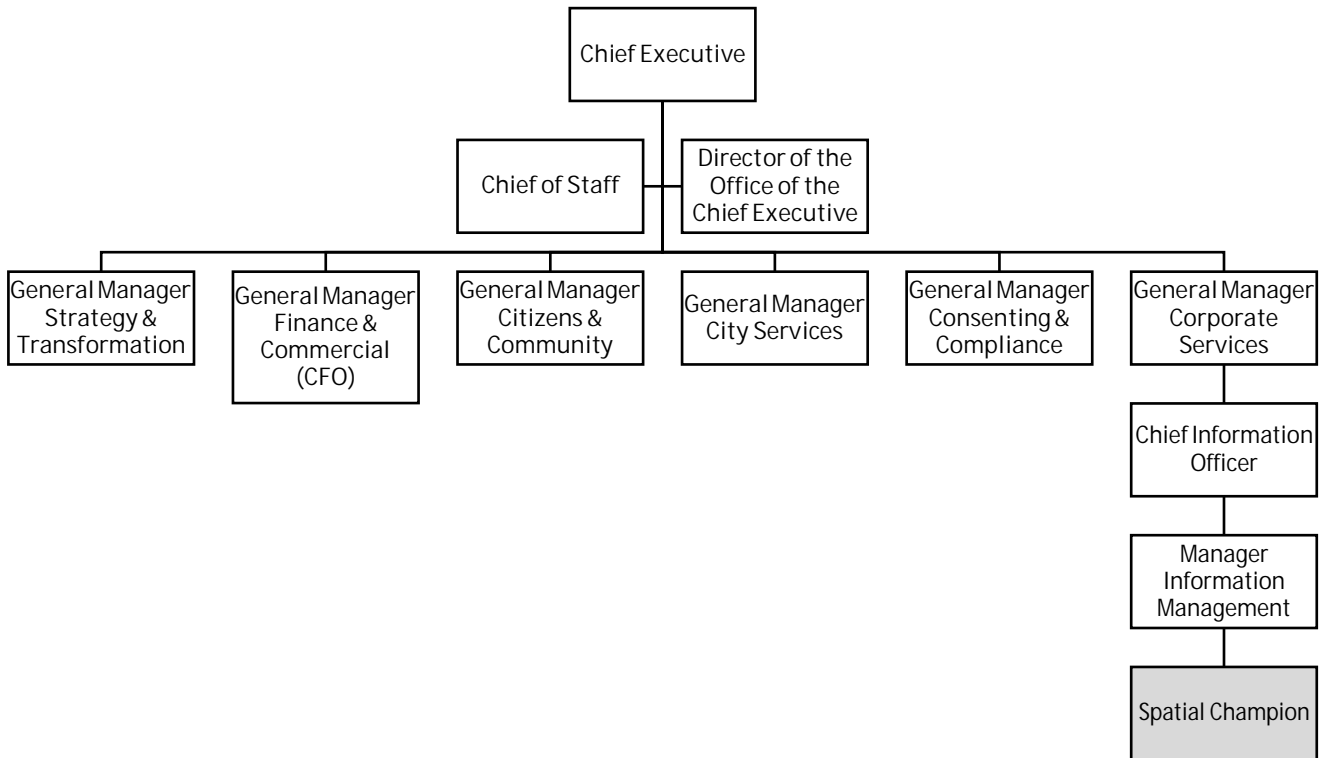
Formal Qualifications and Training	Required	Desirable
Degree in, Computer Science, Information Management, Research or related field using spatial technology, Diploma in ICT (NZQA Level 7) in relevant field	✓	
Appropriate Industry Qualifications		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of 8 years' experience using spatial technology	✓	
Spatial technical, architecture, and data experience	✓	
Organised operator with some Project Management experience		✓
Demonstrated experience in communication and problem solving at a senior level in a complex business environment.	✓	
Knowledge of data structures, theories principles and practices. Data modelling and information classification expertise.	✓	
Knowledge of Master Data Management (MDM), solutions and processes	✓	
Knowledge of Big data and Data Analytics	✓	
Knowledge of data structures, theories principles and practices. Data modelling and information classification expertise.	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
<p>Strategic Focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long-term strategies that steer the nature of the services Council delivers. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Support Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Service Operations area is responsible for the provision of a proactive and robust first and second level customer support service to all users of Council IT systems. At the operational level, the main objective of the Service Desk is to provide a single point of contact to provide advice, guidance and facilitate the rapid restoration of normal services to its customers and users. The Service Desk Team is responsible for the implementation of Best Practice - using appropriate ITIL compliant processes and following all relevant policies and procedures across their area of responsibilities.

Support Analyst will assist in the provision of Service Desk and first/second level support for all users of the Council systems - covering enterprise applications, hardware, software and peripherals.

- To get users calling the Service Desk with a problem back to work as quickly as possible either by resolving the problem on the spot, or referring it to the appropriate Team who can resolve.
- To take ownership of incidents and service requests prioritising them and following up to make sure they are resolved quickly, according to agreed service level requirements or agreements.
- To follow all the appropriate ITIL compliant processes necessary to effectively resolve incidents and problems and, where possible, proactively identify problems before they become service affecting.
- To take part in efforts to continually improve Team processes and procedures and to assist in documenting them with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Service Desk First and Second Level Support	<ul style="list-style-type: none"> • Answer incoming calls, respond to email, walk-in, and web requests, log 100% of all requests and classify each call appropriately.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Analyse and resolve incidents aiming for an on the spot fix, utilising your own skills, remote desktop tools and knowledge-base tools, or, if necessary, escalation to second level support. • To be effective in recognising high priority and urgent incidents that have the potential to disrupt a significant number of customers or adversely impact public perception of the Council and to ensure they are assigned to the appropriate staff and quickly resolved. • Responding to requests for assistance from customers, including diagnosis and resolution or referral of faults, and provision of information relating to IT services, i.e. troubleshooting of hardware configuration: hard drive, floppy disc, graphic, sound and network cards. • Maintain ownership of all high priority and urgent incidents through to closure, monitoring the status and progress of all escalated incidents and validating the resolution prior to closure. • If unable to resolve an issue, the analyst will assign the call to the responsible groups queue in a timely manner. • Ensure the successful completion and resolution of each call owned by the Service Desk, including, ensuring that the customer is kept informed of progress on a regular basis. • To make use of communication tools to fully inform team members and customers when there is an operational crisis. • Set up approved new hardware and software as required. • Ensure that end of life equipment is disposed in accordance with agreed processes. • Establish and maintain interface between customers and IT unit. • Identify recurring incidents and flag for root cause analysis. Communicate any trends identified in calls received to the Team Leader. • To be aware of the Change Management Policy and raise Change Requests as required under the Policy and update customers accordingly. • To be aware of Software Licensing procedures and update IT assets staff when new licenses are requested or when any licensing discrepancies are encountered.
Customer Services	<ul style="list-style-type: none"> • Provide services, which are effective, efficient, and consistent and focused on anticipating and exceeding customer expectations. • Implement appropriate support processes in conjunction with other teams to improve customer service and deliver customer satisfaction. • Ensure requests are answered in a timely manner and meet the performance expectations set. • Provide the right information to ensure that customers understand information management requirements and the rationale for these. • Provide training to customers in the use of IT services as necessary, or as required by the Team Manager.
Communication and Relationship Building	<ul style="list-style-type: none"> • Contribute to the success of the team and help foster team spirit through a collaborative and co-operative approach to work. • Organising, prioritising tasks, and managing time effectively. • Ensuring tasks are completed and followed through. • Completing routine administrative tasks promptly and accurately. • Contributing positively to team meetings and projects.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Being dependable in fulfilling both individual and team commitments. • Putting into practice the behaviours expected of the team to be aligned with Corporate Values.
Relationship Management	<ul style="list-style-type: none"> • Proactively and skilfully, manage the complex relationships between the group, information owners, internal and external customers and various stakeholders. • Liaise and maintain effective relationships with vendors. • Liaise with, and build effective relationships with colleagues and integrate work with other teams across the IT Unit as appropriate. • Interface with external organisations/groups related to Service Desk and Customer Services.
Learning and Development	<ul style="list-style-type: none"> • Takes responsibility for own learning and development to stay current in rapidly changing technologies. Quickly assimilates new technical information in relation to own role
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader	Reports to
IT Service Operations Team	Peer & collaborative relationships.
Managers and Staff in IT Unit	Line management, support, advice and collaboration.
Other Council Managers and Staff	Support and advice.
User Groups	Support and advice.
External	Nature of the Relationship
Contractors and service providers	Client/contractor.
Other local authorities	Support and advice.
External interest groups and individuals	Support and advice.

Formal Qualifications and Training	Required	Desirable
A degree in Information Technology, Computer Science, or other relevant discipline, or evidence of ability to work at that level.	✓	

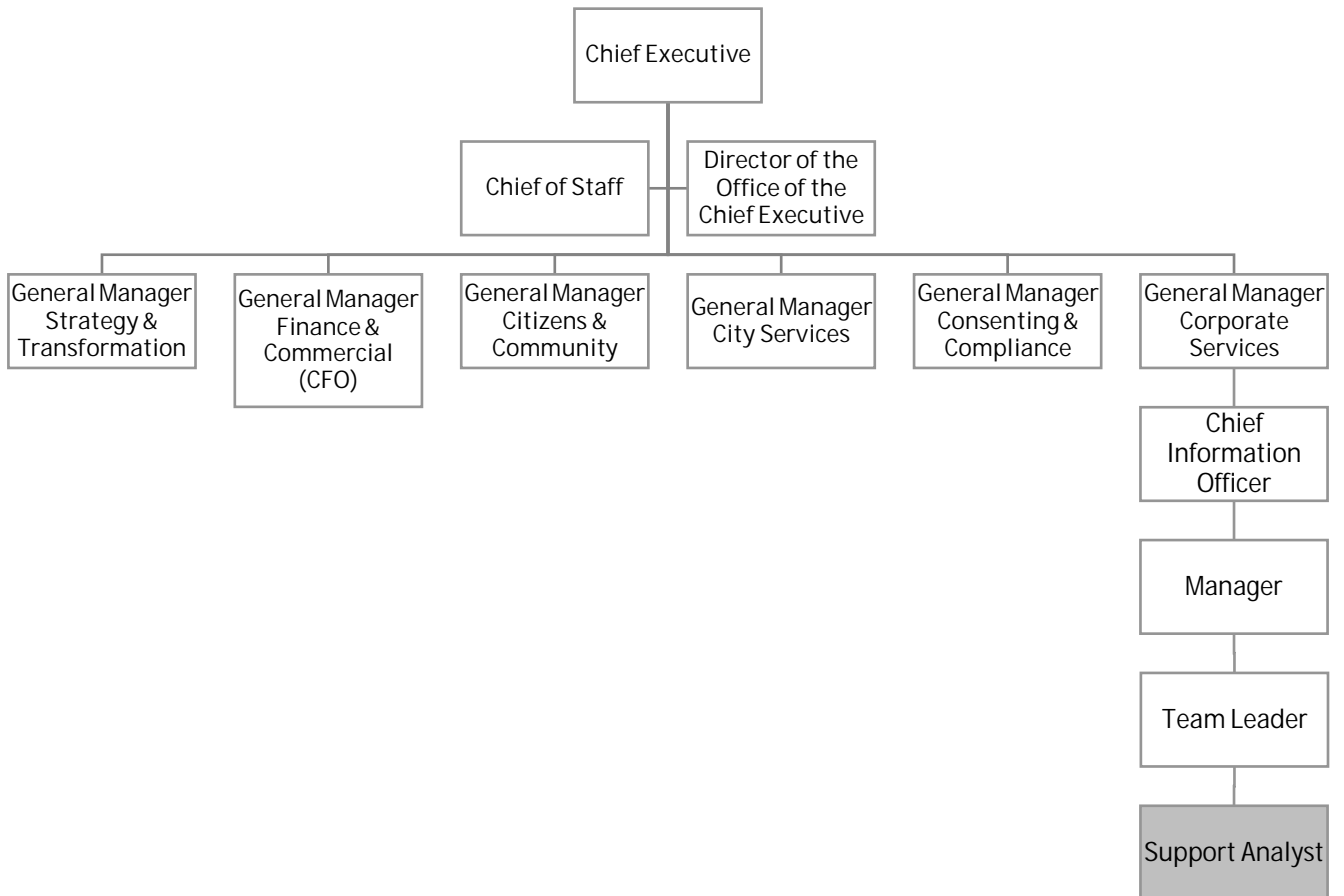
MCSE Certified		✓
Microsoft Certified Professional (MCP)		✓
A+		✓
MOUS or have excellent, proven MS Office skills.	✓	
ITIL Foundation Certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
A minimum of two years' Service Desk experience in supporting PC hardware & software in large organisation	✓	
At least one-year experience of working on a technical Helpdesk/Service Desk.	✓	
A high level of technical skills and experience, and be willing to continue learning in a rapidly evolving environment	✓	
Good troubleshooting skills with a logical approach to problem diagnosis and the ability to use technology to resolve incidents and problems remotely.	✓	
Ability to understand the Council's IT environment, sufficiently to provide effective first and second line support to users of the systems.	✓	
Proven ability to prioritise work (allocate work to meet priorities and tight deadlines).	✓	
Ability to identify support trends (for example, 10 people call the service desk about the same problem in three hours).	✓	
Good communication skills and customer service awareness with the ability to listen to, understand and interpret the needs of customers and communicate solutions to them and provide training where necessary.	✓	
Ability to administer and use the Council's incident tracking and service request tracking system.	✓	
Ability to network with IT colleagues and external suppliers to integrate and co-ordinate effective resolutions to customer problems as appropriate.	✓	
Be flexible and multi-skilled for the range of tasks carried out every day.	✓	
Physically able enough to lift and move PC's and other associated hardware.	✓	
Willing and able to contribute to the continual improvement of Team processes and procedures and to assist in documenting them with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.	✓	
<p>Customer Focus</p> <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Understanding Council	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. • Represents the organisation favourably and values its reputation. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Systems Support Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Library Systems Support	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

To assist in the operation and ongoing development of the library management systems to ensure effective support of library processes, and to ensure effective user support operations.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

System Administration	<ul style="list-style-type: none"> • Ensuring the library management systems support library processes and policies. • Identifying, analysing and problem solving system issues to ensure best value from the library management systems. • Maintaining current knowledge of new developments in library management systems and associated technology such as RFID. • Designing, planning, installing and maintaining library RFID equipment. • Developing business cases for system developments and integrations based on library business needs. • Leading projects that require changes to the library management systems and associated technology and equipment. • Maintaining awareness of best practice in systems administration to inform decisions and actions • Management of suppliers of library software and hardware including banking, and eftpos suppliers and liaising with the Council print management supplier.
System Integration	<ul style="list-style-type: none"> • Maintaining a thorough working knowledge of tools available in the library management systems to maximise integration with public and web systems.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Liaison with Digital Library Services Team colleagues to develop processes and initiatives that integrate all technology systems used within the library. • Programming as required in web and other systems. • Working across the Library and Information Unit to implement customer focussed system improvements.
System and User Support	<ul style="list-style-type: none"> • Training Library colleagues in the use of the library management systems. • Training Digital Library Services colleagues in the support of RFID equipment. • Planning and project managing system upgrades, including documentation and communication with library colleagues • Delivering customer service on the Help Desk when required • Responding to enquiries received through the Help Desk, undertaking diagnosis of IT related problems and providing solutions to these. • Providing user support in specific platforms and applications e.g. Windows, Symphony, Pharos, Internet, MS Office Suite according to Digital Library Services Team guidelines • Planning and installing new products or new versions of software as required. • Ensuring customers are advised of progress relating to installations or maintenance, including negotiating new timeframes as required • Ordering resources and equipment as required to support installation programmes and the on-going maintenance of hardware and software • Producing technical support documentation. • Producing user guides and documentation.
Quality Control	<ul style="list-style-type: none"> • Contributing to the establishment of standards for software/hardware implementation procedures and performance by making recommendations and working in conjunction with the Team Leader Library System Support. • Producing documentation relating to implementation and performance standards and ensuring on-going currency and relevance of this • Extracting information from the library management systems to support the production of regular activity management statistics and ad-hoc reporting requirements.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship

Team Leader Library Systems Support	Reports to
Council Shared Services	Receives advice and services
Library colleagues	Customer
External	Nature of the Relationship
Library customers	Customer
Vendors	Procurement of products and services

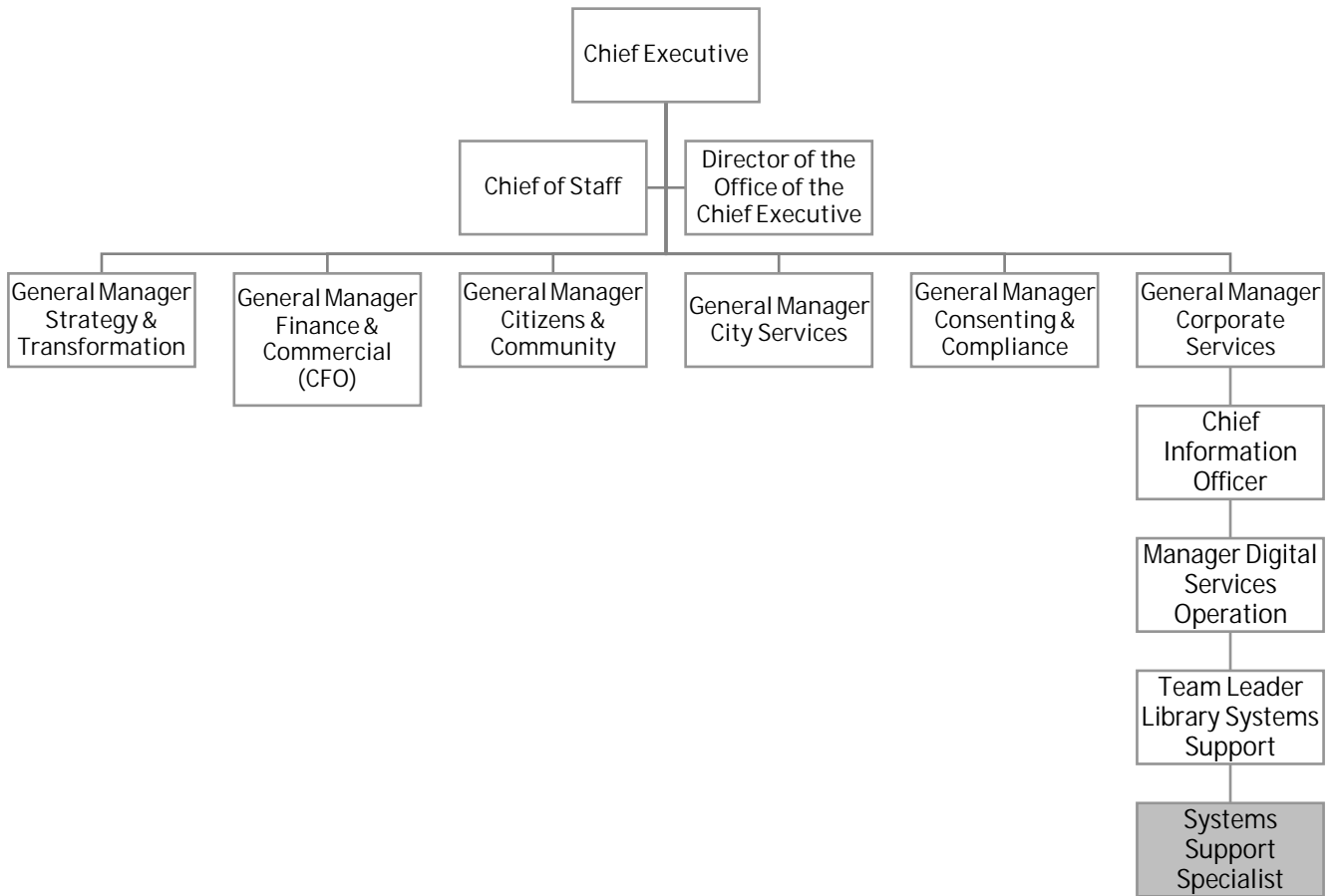
Formal Qualifications and Training	Required	Desirable
Degree level qualification in Information Management or Information Systems or Computing or Library and information science	✓	
Computer System Administration Qualification (MCSA or similar)	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum five years' experience of computer systems administration more specifically sound troubleshooting skills in Microsoft and Unix environments	✓	
Experience in and knowledge of library computer systems		✓
Knowledge of web environment from an interface protocol, graphics and HTML scripting point of view		✓
Analytical thinking skills and the ability to develop findings into formal user requirement specifications	✓	
Excellent communication skills, including written documentation.	✓	
Ability to work closely with business areas in order to analyse their requirements as well as negotiate and present findings.	✓	
Experience of coding in HTML & script languages such as Perl and Java		✓
Project management and the ability to organise and prioritise work loads	✓	
Ability to develop business cases and cost benefit analysis	✓	
Focus on results: achievement focus	✓	
Commitment to support the library to meet its obligations under the Treaty of Waitangi and Te Ara Hou	✓	
Evaluates options, looks for solutions based on sound decision making	✓	
Able to adapt communication style to meet the needs of a diverse customer group	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Focus on results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Analyst - Skype for Business	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Workplace Infrastructure	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

This position is responsible for the provision of a proactive and robust customer support service to all users of Council IT Skype for Business systems and lifecycle management.

The Technical Analyst will assist in the provision of 1st and 2nd level support for all users of the Council Skype for Business systems - covering enterprise applications, hardware, software and peripherals to ensure business requirements are met. The role will:

- Provide a single point of contact to provide advice, guidance and facilitate the rapid restoration of normal services to its customers and users.
- Be responsible for the implementation of Best Practice - using appropriate ITIL compliant processes and following all relevant policies and procedures across their area of responsibilities.
- Take ownership of incidents and service requests prioritising them and following up to make sure they are resolved quickly, according to agreed service level requirements or agreements
- Take part in efforts to continually improve Team processes and procedures and to assist in documenting them with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Skype for Business Support

- Analyse and resolve incidents aiming for an on the spot fix, utilising your own skills, remote desktop tools and knowledge-based tools.
- To be effective in recognising high priority and urgent incidents that have the potential to disrupt a significant number of customers or adversely impact public perception of the Council and to ensure they are quickly resolved.
- Responding to requests for assistance from customers, including diagnosis and resolution or referral of faults, and provision of information relating to IT Skype for Business services, i.e. troubleshooting of hardware and software configuration

Key Areas Of Accountability

	<ul style="list-style-type: none"> • To make use of communication tools to fully inform team members and customers when there is an operational crisis. • Establish and maintain interface between customers and IT unit. • Identify recurring incidents and flag for root cause analysis. Communicate any trends identified in calls received to the Team Leader. • To be aware of Software Licensing procedures and update IT assets staff when new licenses are requested or when any licensing discrepancies are encountered.
System & Support	<ul style="list-style-type: none"> • Develops installation procedures and standards, and schedules installation work. • Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service. • Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. • Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures. • Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures. • Maintain ownership of all high priority and urgent incidents through to closure, monitoring the status and progress of all escalated incidents and validating the resolution prior to closure. • Ensure the successful completion and resolution of each call ensuring that the customer is kept informed of progress on a regular basis. • Research and write online and hardcopy end user documentation, maintain the standard styles and graphics for on-line material • Create end user help videos, maintain templates and writing guides and create/maintain self-service material for ITSM tool. • Create/maintain software catalogue details, ensuring that have written in an end user focus style
Customer Services	<ul style="list-style-type: none"> • Provide services which are effective, efficient, and consistent and focused on anticipating and exceeding customer expectations. • Implement appropriate support processes in conjunction with other teams to improve customer service and deliver customer satisfaction. • Ensure requests are answered in a timely manner and meet the performance expectations set. • Provide the right information to ensure that customers understand information management requirements and the rationale for these. • Provide training to customers in the use of IT services as required
Relationship Management	<ul style="list-style-type: none"> • Proactively and skilfully manage the complex relationships between the group, information owners, internal and external customers and various stakeholders. • Liaise and maintain effective relationships with vendors. • Liaise with, and build effective relationships with colleagues and integrate work with other teams across the IT Unit as appropriate.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Interface with external organisations/groups related to Service Desk and Customer Services.
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Digital Workplace Infrastructure	Report to
IT service operations team	Peer & collaborative relationships
Managers and staff in IT Unit	Support, advice and collaboration
Council staff and user groups	Support and advice
External	Nature of the Relationship
Vendor / Supplier	Client / Support

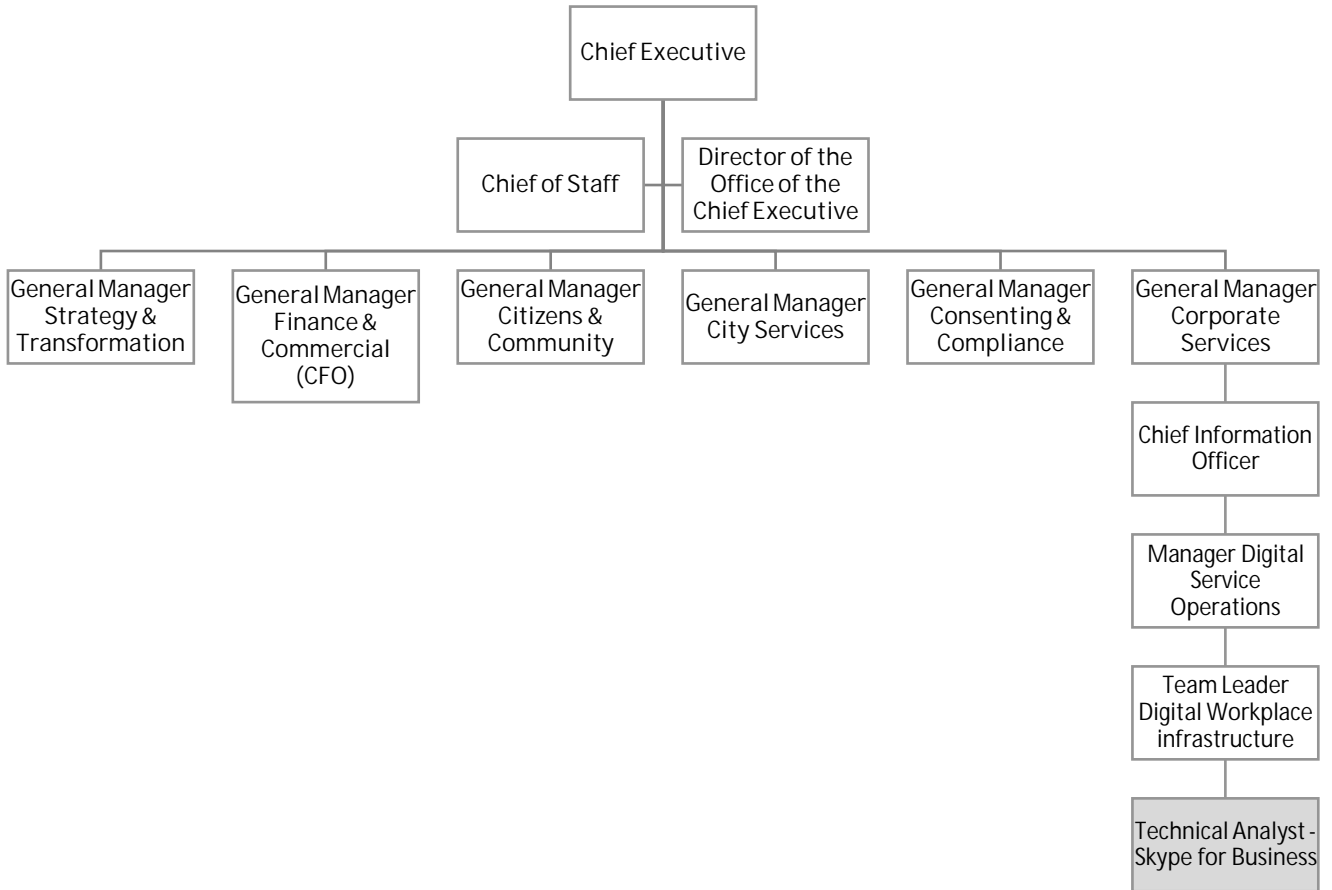
Formal Qualifications and Training	Required	Desirable
A degree in Information Technology, Computer Science, or other relevant discipline, or evidence of ability to work at that level.	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
A minimum of 2 years' service desk experience in supporting PC hardware & software	✓	
Previous experience in a technical support role, including Skype for Business experience	✓	
Advanced level and proven Microsoft Office skills and operating systems experience	✓	
Customer Focus <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. Listens to feedback from customers and takes time to understand their views and needs. Is a role model for customer service excellence. 	✓	
Focus on Results <ul style="list-style-type: none"> Can be counted on to achieve goals successfully and safely. 	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due 		
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Learning & Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Analyst	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology	GROUP: Corporate Services
REPORTS TO: Team Leader Digital Workplace Infrastructure	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

One of the Teams responsibilities is provision of proactive and robust 1st and 2nd level customer support services to all users of the Council systems. The team is responsible for providing a proactive and robust capability for the support and maintenance of the organisations field technology (including desktops, PDA, mobile devices, printers). The Team is also responsible for the implementation of Best Practice – using appropriate ITIL compliant processes and following all relevant policies and procedures across their area of responsibilities. The position holder will:

- Provide specialised support services, including access control, research and development on peripherals and the development, testing, documentation and administration of PC builds and images and technology deployment.
- Provide 2nd level support services, in essence problem management, including investigating and analysing the root causes of incidents and initiating changes to internal processes, procedures, or infrastructure to resolve the underlying problem or provide a workaround.
- Ensure that all the appropriate ITIL compliant processes necessary are in place to effectively manage and resolve incidents and problems, and, where possible, proactively identify problems before they become service affecting.
- Ensure the continual improvement of Team processes, procedures and documentation with the aim of providing predictable, repeatable and (where possible) automated day-to-day support services.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Technology Support	<ul style="list-style-type: none"> • Proactively work with IT business analysts and managers to understand and gain a full understanding of the business' needs.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Assist the architecture team in evaluation and recommendation of technology options. • Analysis and assessment of non-standard (but approved) technology and software. • Scope and estimate work effort to deliver desktop solutions based on technical, functional specification and detailed design. • Suggest/recommend improvements to the Desktop support team policy and practices. • Regular analysis of technology solutions using 'best fit' methodology in regards to corporate needs.
Service Improvement	<ul style="list-style-type: none"> • Document and record all technology enhancement activity in accordance with current policy and procedure. • Ensure 'field technology' is delivered in line with IT processes, procedures, strategy and architecture. • Suggest/recommend improvement to technology/service delivery policy and practices.
Testing/Quality Control	<ul style="list-style-type: none"> • Ensure field technology and desktop technology meet quality standards, including documentation. • Perform unit and integration testing of field technology, desktops and standard images. • Support user acceptance testing. • Document test results. • Fix defects identified during testing. • Perform quality control functions such as peer reviews. • Suggest/recommend improvements to testing and QC policy and practices.
Implementation	<ul style="list-style-type: none"> • Develop transition/implementation plans in accordance with change/release policy and practice. • Manage/coordinate transition/implementation in accordance with change/release policy and practices. • Suggest/recommend improvements to implementation policy and practices.
Support and Maintenance	<ul style="list-style-type: none"> • Provide incident and problem management assistance and leadership. • Document and record all support and maintenance activity in accordance with current policy and practice. • Prepare and document maintenance plans. • Scope and estimate break/fix effort and resources. • Evaluate impact of technical upgrades on existing hardware and software. • Proactively work with IT customers (in conjunction with Relationship Managers) to continually improve and enhance existing systems.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
IT Project Managers	Reports to (for project issues and deliverables)
IT Staff	Works collaboratively, mentors and coordinates streams of activity
Council Business Units (IT customers)	Liases, coordinates and leads
External	Nature of the Relationship
3 rd party software vendors	Works collaboratively with, and coordinates

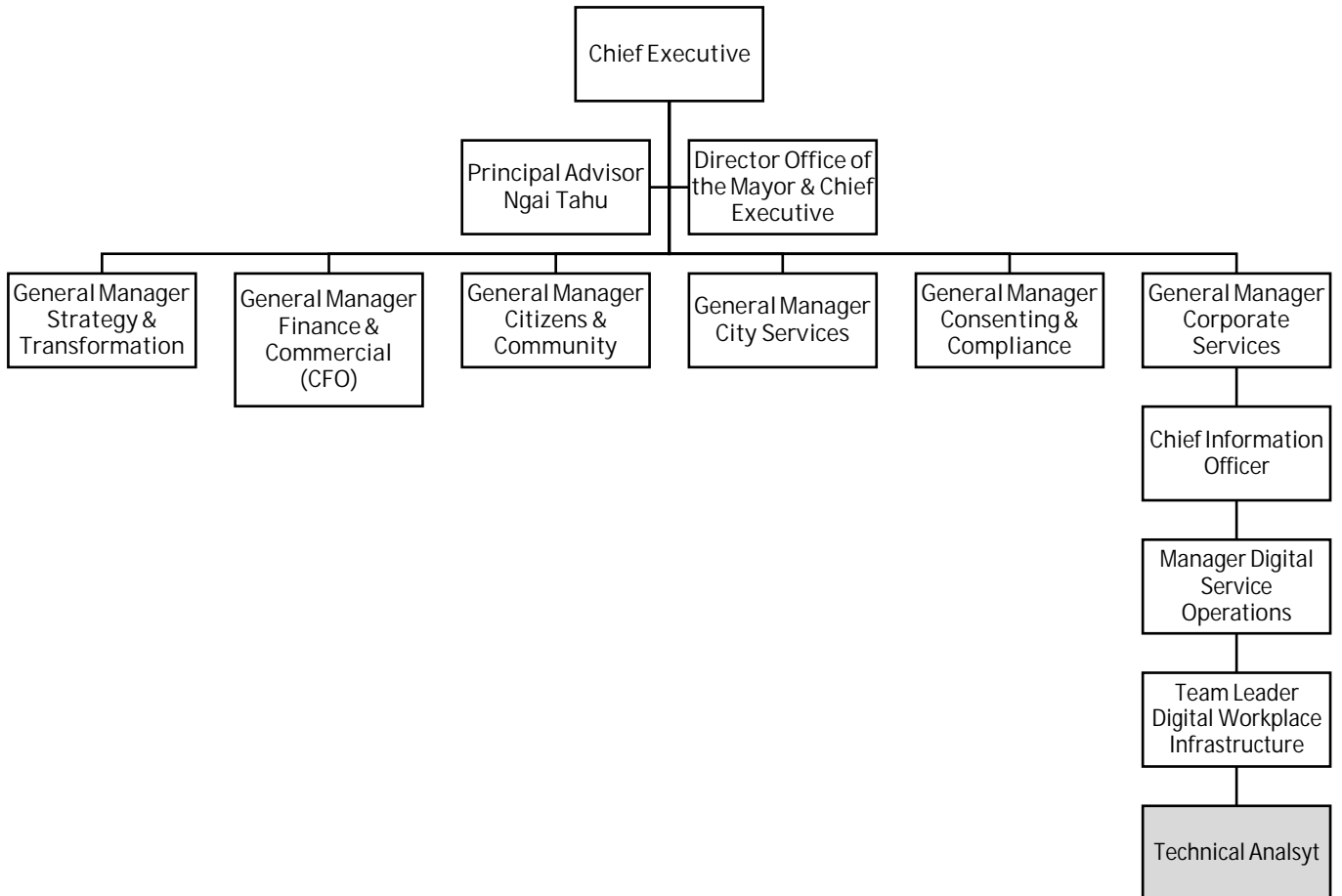
Formal Qualifications and Training	Required	Desirable
Tertiary qualifications in information technology, business studies or relevant discipline or significant relevant experience		✓
Microsoft Certification MCSE		✓
Microsoft Certification MCDST		✓
Microsoft Certified Professional (MCP)	✓	
ITIL foundation certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 2 years' experience or qualifications in Windows 2000/XP, Citrix, Outlook, MS Office	✓	
Problem Solving <ul style="list-style-type: none"> Is responsive to problems and takes initiative to find solutions Is curious and looks beyond the obvious for solutions Anticipates potential problems and develops actions to prevent issues from escalating Seeks out and considers relevant and available advice, data and information	✓	
Working Collaboratively <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others Asks others for their ideas and input Helps others willingly and is willing to accept help Gets to know people outside of their own team 	✓	
Customer Focus <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action Is approachable, demonstrates empathy and keeps customers informed Listens to feedback from customers and takes time to understand their views and needs Is a role model for customer service excellence 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved – is a positive and active contributor to work discussions and projects • Addresses issues and problems honestly, promptly, respectfully and openly • Provide specific feedback to others • Looks after own health, safety and well-being and encourages others to do the same 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Application Specialist - Digital	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Customer Experience Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide specialised technical expertise to support and improve the ongoing management of key corporate business systems and significant desktop applications including enterprise level, relational database and geospatial database solutions.

This support will include (but not be limited to)

- The provision of advice, assistance, problem solving, trouble shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, report writing, training and 2nd/3rd level support to customers and users of such business systems and desktop applications.
- Both technical expertise and functional expertise, maintaining service availability and supporting end user operations of these systems and applications.

Following ITIL methodologies, the Technical Application Specialist will follow the Service Operations principles of incident, problem, change, release and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Service	<ul style="list-style-type: none"> • Responding to and resolving incidents and requests for assistance from customers (through the Service Desk), including diagnostics, according to SLA. • Providing the appropriate levels of access to the system, as approved by Authorised Staff, Systems Architects, System Owners and / or Business Champions. • Setting up operational services for users, and being a source of knowledge on security. • Provide proactive services including pre-emptive fixes and advice for future solutions.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Providing Continual Service Improvement, addressing both provision of functionality and provision of service. • Training and Mentoring Service Desk staff to provide the best possible service to the customer. This also includes the management, authoring and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer.
Service Operations	<ul style="list-style-type: none"> • Administering key corporate business systems and significant desktop applications so as to provide agreed levels of availability, reliability and performance which meet the needs of customers. Development and maintenance of utilities and tools to support these environments. • Working with other members of the IT team at the Council and external vendors to provide new solutions to the business, assisting these through service transition into production. • With Data Centre Vendor, ensure adequate backup and restore procedures are in place, completed successfully, documented and tested. • Understanding security risks, providing advice on, and implementing agreed controls to protect the integrity of Council data and software. • Managing and applying application security and other patches and Service Packs in a timely manner, taking into account the need to minimise impacts on the business. • Tuning configuration parameters in consultation with the vendor and system consultants. • Understanding business system database structures and keeping track of these across environments (test, development, production, etc.) in conjunction with in-house application database specialist. • Having an intermediate level knowledge of Relational Database Management Systems. • Maintaining a sound knowledge of the architecture of business applications and their development environments. • Familiarisation with installation and upgrade procedures. • Familiarisation with other Business Systems to provide support and relief to other members of the IT Team. • Maintaining the operational integrity of systems, including the relationship between development, test, training and production environments, through agreed procedures and accepted best practice (ITIL). Following change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes, working with the IT Team and Business Solutions stakeholders.
Vendor Relations	<ul style="list-style-type: none"> • Understanding and following the agreed communications channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. • Log, maintain and reconcile support calls to the vendor for applications. • Contributing to a successful working relationship with vendors. • Assess and understand available solutions to be able to advise customers of the best possible solution to meet their requirements.

Key Areas Of Accountability	
Team Work	<ul style="list-style-type: none"> Consulting with the IT team in the scheduling of user acceptance testing and introduction of new production functionality as well as patches. Fully documenting all work in a logical and consistent manner. Promoting open and easy sharing of knowledge and information. Working closely with external Data Centre Vendor Services to develop solutions that work efficiently and securely on the network infrastructure. Participating as a key resource in projects and initiatives, and working to agreed plans and timeframes.
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Customer Experience Platform	Reports to
Digital team members	Work collaboratively with
Corporate Services Heads of Units, Managers, and Team members	Liaise with, provide information and support
Staff at all levels within the organisation	Liaise with and provide information
External	Nature of the Relationship
External Service Provider	Support and maintenance of Council infrastructure
Vendor Technical Account Manager(s)	Liaising with for third level / specialist support

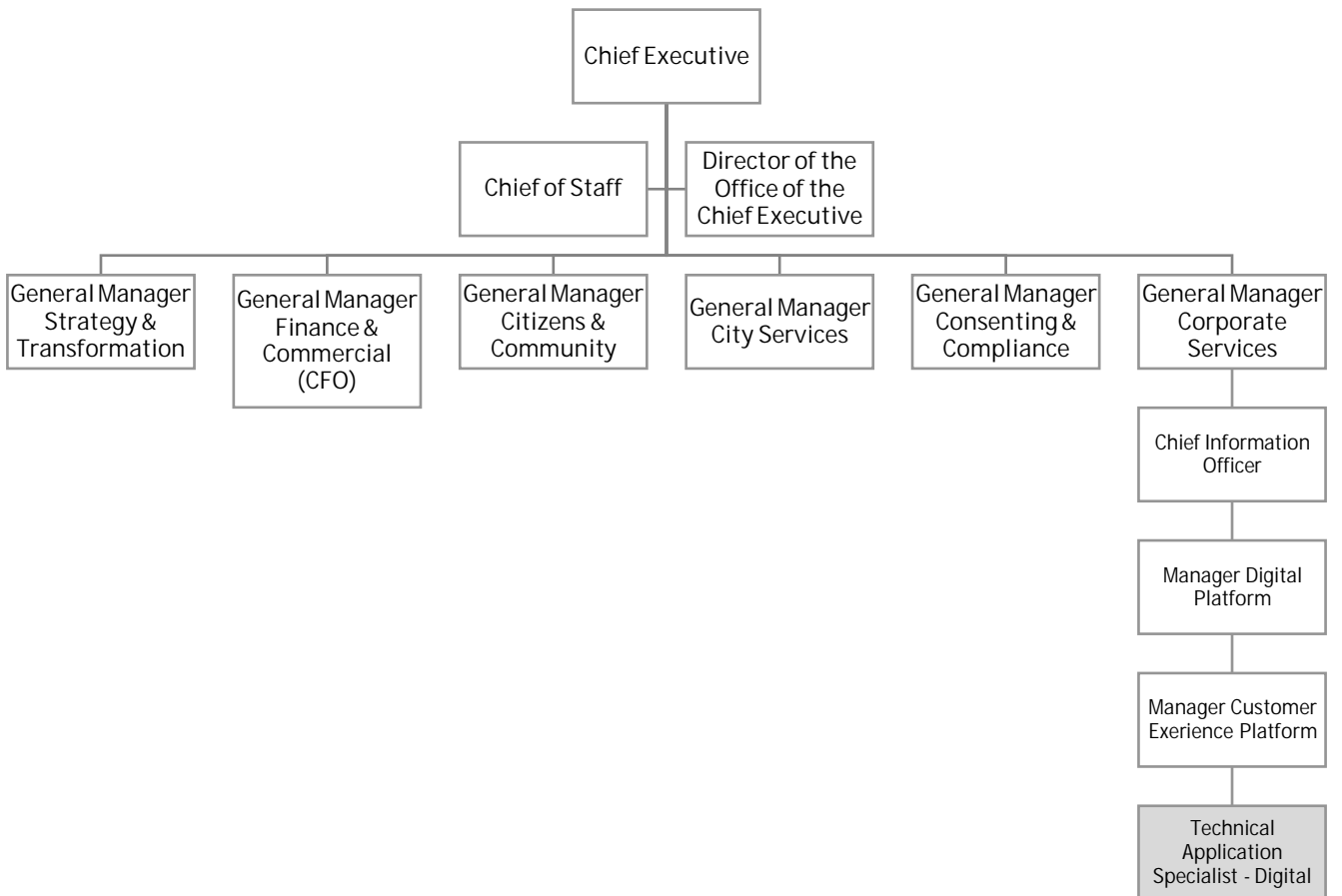
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems / related field or 5 years relevant experience to demonstrate an equivalent level of knowledge.	✓	
Microsoft Certification MOUS or equivalent	✓	
ITIL Foundation		✓
Microsoft MCP		✓
Microsoft MCSE		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
5 years minimum experience administering, maintaining and supporting Key / Corporate multi user / cross-functional Business Systems.	✓	
5 years minimum extensive experience (sufficient to mentor Service Desk and Desktop Application Support staff) in supporting desktop applications including MS Office and Business Applications (Excel, Word, PowerPoint, Visio, Project, Access).	✓	
2 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
A sound knowledge of the architecture of SAP BASIS and / or general Enterprise Solutions.	✓	
Familiar with Microsoft SQL Server (at least query), and experience with database management systems.	✓	
Ability to collaborate effectively with Staff and Vendors to deal with complex situations.	✓	
Proven ability to make informed decisions confidently and work autonomously	✓	
Strong problem solving & analysis	✓	
Ability to pay exceptional attention to detail	✓	
Proven ability to plan and ensure effective use of resources to meet objectives.	✓	
Experience in providing coaching and mentoring to IT staff	✓	
Experienced in delivering training		✓
Solid research skills and instructional knowledge to help create clear and effective instructional content for Council staff at all levels.	✓	
Experienced in developing training material both written and on-line.		✓
Excellent team working skills.	✓	
Familiarity with: <ul style="list-style-type: none"> Windows Server 2008/2003/2000 including AD Citrix and Windows Terminal Server Microsoft Office automation and integration 	✓	
Familiarity with: <ul style="list-style-type: none"> Database Performance Tuning Visual Basic Scripting Batch Processing Crystal Reports GIS 		✓
Customer Focus <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Application Specialist - EDM	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Information & Records Management	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- The purpose of this position is to provide specialised technical expertise to support and improve the ongoing management of key corporate business systems and significant desktop applications including enterprise level, relational database and geospatial database solutions.
- This support will include (but not be limited to)
 - the provision of advice, assistance, problem solving, trouble shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, report writing, training and 2nd/3rd level support to customers and users of such business systems and desktop applications;
 - both technical expertise and functional expertise, maintaining service availability and supporting end user operations of these systems and applications.
- Following ITIL methodologies, the Technical Application Specialist - EDM will follow the Service Operations principles of incident, problem, change, release and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Service	<ul style="list-style-type: none"> • Responding to and resolving incidents and requests for assistance from customers (through the Service Desk), including diagnostics, according to SLA. • Providing the appropriate levels of access to the system, as approved by Authorised Staff, Systems Architects, System Owners and / or Business Champions. • Setting up operational services for users, and being a source of knowledge on security. • Provide proactive services including pre-emptive fixes and advice for future solutions.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Providing Continual Service Improvement, addressing both provision of functionality and provision of service. • Training and Mentoring Service Desk staff to provide the best possible service to the customer. This also includes the management, authoring and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer.
Service Operations	<ul style="list-style-type: none"> • Administering key corporate business systems and significant desktop applications so as to provide agreed levels of availability, reliability and performance which meet the needs of customers. Development and maintenance of utilities and tools to support these environments. • Providing advice on technical aspects of system development and integration and supporting related customisations and programming scripts. • Working within the team and other IT Service Teams at the Council as necessary and external vendors to provide new solutions to the business, assisting these through service transition into production. • With Data Centre vendor, ensure adequate backup and restore procedures are in place, completed successfully, documented and tested. • Understanding security risks, providing advice on, and implementing agreed controls to protect the integrity of Council data and software. • Managing and applying application security and other patches and Service Packs in a timely manner, taking into account the need to minimise impacts on the business. • Tuning configuration parameters in consultation with the vendor and system consultants. • Understanding business system database structures and keeping track of these across environments (development, test, production, etc.) in conjunction with in-house application database specialist. • Having an intermediate level knowledge of Relational Database Management Systems. • Maintaining a sound knowledge of the architecture of business applications and their development environments. • Familiarisation with installation and upgrade procedures. • Familiarisation with other Business Systems to provide support and relief to other members of the team. • Maintaining the operational integrity of systems, including the relationship between development, test, training and production environments, through agreed procedures and accepted best practice (ITIL). Following change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes, working with other IT Service Teams and business solutions stakeholders.
Vendor relations	<ul style="list-style-type: none"> • Understanding and following the agreed communications channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. • Log, maintain and reconcile support calls to the vendor for applications. • Contributing to a successful working relationship with vendors. • Assess and understand available solutions to be able to advise customers of the best possible solution to meet their requirements.

Key Areas Of Accountability	
Team Work	<ul style="list-style-type: none"> • Consulting within the team and other IT Service Teams as necessary in the scheduling of user acceptance testing and introduction of new production functionality as well as patches. • Fully documenting all work in a logical and consistent manner. • Promoting open and easy sharing of knowledge and information. • Working closely with the Data / Voice Network Specialist and external Data Centre Vendor Services to develop solutions that work efficiently and securely on the network infrastructure. • Participating as a key resource in projects and initiatives, and working to agreed plans and timeframes. • Consult with the Application Database Specialist and Vendor DBA Service Provider in administering relational databases.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

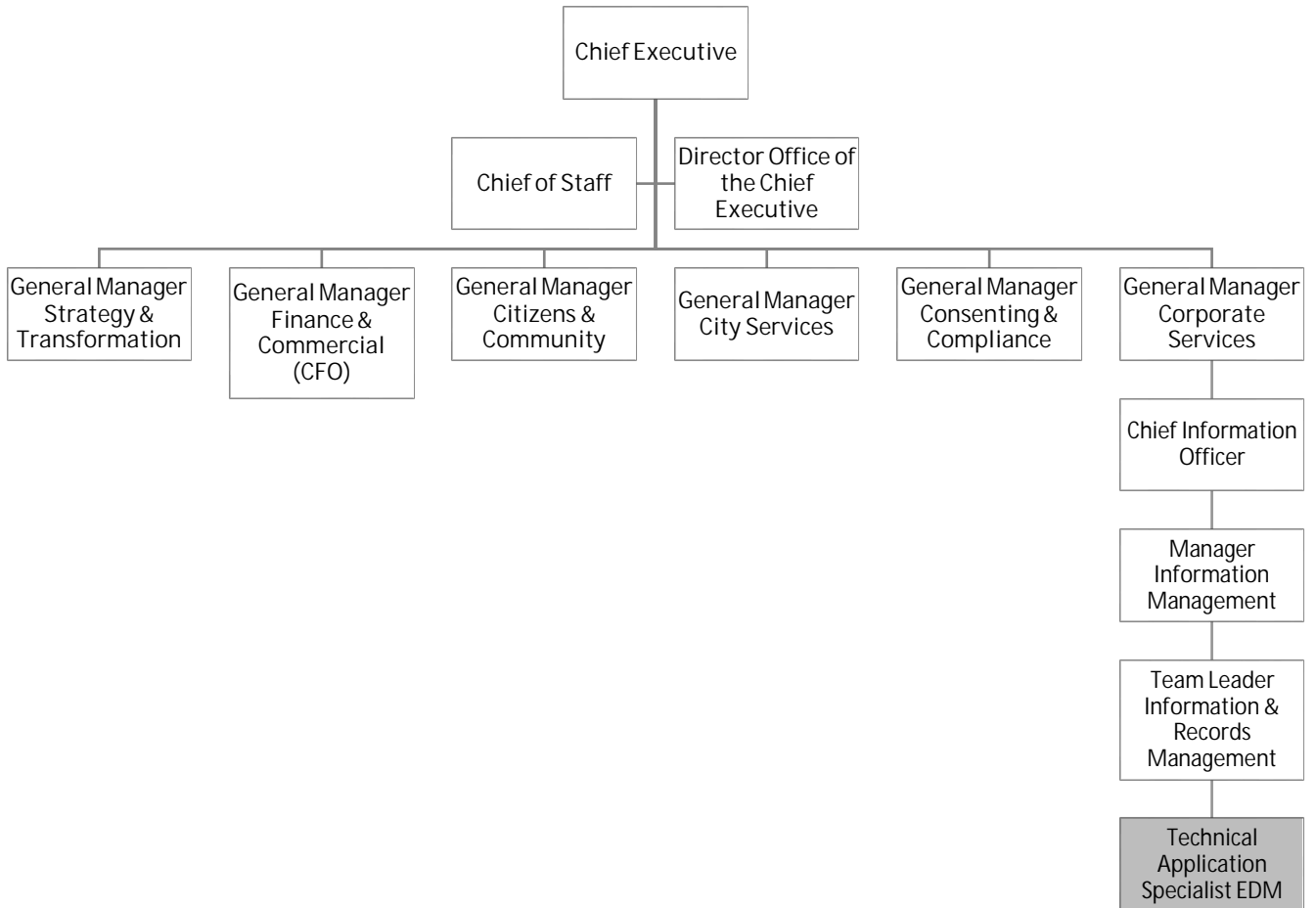
Key Relationships/Customers:		
Internal	Nature of the Relationship	
Team Leader Information & Records Management	Reports to	
Team members	Work collaboratively with	
Service Desk & other IT Teams	Working collaboratively and mentor where appropriate	
Staff at all levels within the organisation	Liaise with and provide information and support	
External	Nature of the Relationship	
External Service Provider	Support and maintenance of IT infrastructure	
Vendor Technical Account Manager(s)	Liaising with for 3rd level / specialist support	
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems / related field or 5 years relevant experience to demonstrate an equivalent level of knowledge.	✓	
Microsoft Certification MOUS or equivalent	✓	
ITIL Foundation		✓
Microsoft MCP		✓
Microsoft MCSE		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
5 years minimum experience administering, maintaining and supporting Key / Corporate multi user / cross functional business systems.	✓	
5 years minimum extensive experience (sufficient to mentor Service Desk and Desktop Application Support staff) in supporting desktop applications including MS Office and Business Applications.		✓
2 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
Familiar with Microsoft SQL Server (at least query), and experience with database management systems	✓	
Ability to collaborate effectively with staff and vendors to deal with complex situations	✓	
Proven ability to make informed decisions confidently and work autonomously	✓	
Strong problem solving & analysis	✓	
Ability to pay exceptional attention to detail	✓	
Proven ability to plan and ensure effective use of resources to meet objectives.	✓	
Experience in providing coaching and mentoring to IT staff	✓	
Solid research skills and instructional knowledge to help create clear and effective instructional content for staff at all levels	✓	
Excellent team working skills.	✓	
Experienced in developing training material and delivering training		✓
Experience in: <ul style="list-style-type: none"> MS .NET language (e.g. C#, Visual Basic Scripting, Java Script) Web Development using advanced tools and frameworks Technical architecture and system integration Windows Server 2016/2012 including AD Citrix and Windows Terminal Server Microsoft Office automation and integration 	✓	
Preferably experience in <ul style="list-style-type: none"> Database Administration and Performance Tuning Batch Processing TFS and GitHub 		✓
Customer Focus <ul style="list-style-type: none"> Anticipates customer needs and takes prompt action. Is approachable, demonstrates empathy and keeps customers informed. Listens to feedback from customers and takes time to understand their views and needs. Is a role model for customer service excellence. 	✓	
Communication	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Learning & Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Application Specialist - Pathway	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader C4/HANA Pathways	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide sufficient specialised technical expertise to support and improve the ongoing management of key corporate business systems and significant desktop applications including enterprise level, relational database and geospatial database solutions.

This support will include (but not be limited to) the provision of advice, assistance, problem solving, trouble shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, report writing, training and 2nd/3rd level support to customers and users of such business systems and desktop applications. This position provides both technical expertise and functional expertise, maintaining service availability and supporting end user operations of these systems and applications.

Following ITIL methodologies, the Technical Application Specialist will follow the Service Operations principles of incident, problem, change, release and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Service	<ul style="list-style-type: none"> • Responding to and resolving incidents and requests for assistance from customers (through the Service Desk), including diagnostics, according to SLA. • Providing the appropriate levels of access to the system, as approved by Authorised Staff, Systems Architects, System Owners and / or Business Champions. • Setting up operational services for users, and being a source of knowledge on security. • Provide proactive services including pre-emptive fixes and advice for future solutions. • Providing continual service improvement, addressing both provision of functionality and provision of service.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Training and mentoring Service Desk staff to provide the best possible service to the customer. This also includes the management, authoring and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer.
Service Operations	<ul style="list-style-type: none"> • Administering key corporate business systems and significant desktop applications so as to provide agreed levels of availability, reliability and performance which meet the needs of customers. Development and maintenance of utilities and tools to support these environments. • Lead specialised technical expertise to support ongoing management of: <ul style="list-style-type: none"> ○ Pathways Connect ○ GEMS • Working within the Team and other IT teams at the Council as necessary and external vendors to provide new solutions to the business, assisting these through service transition into production. • With data centre vendor, ensure adequate backup and restore procedures are in place, completed successfully, documented and tested. • Understanding security risks, providing advice on, and implementing agreed controls to protect the integrity of Council data and software. • Managing and applying application security and other patches and Service Packs in a timely manner, taking into account the need to minimise impacts on the business. • Tuning configuration parameters in consultation with the vendor and system consultants. • Understanding business system database structures and keeping track of these across environments (test, development, production, etc.) in conjunction with in-house application database specialist. • Having an intermediate level knowledge of Relational Database Management Systems. • Maintaining a sound knowledge of the architecture of business applications and their development environments. • Familiarisation with installation and upgrade procedures. • Familiarisation with other Business Systems to provide support and relief to other members of the Team. • Maintaining the operational integrity of systems, including the relationship between development, test, training and production environments, through agreed procedures and accepted best practice (ITIL). Following change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes, working with other IT Teams and Business Solutions stakeholders.
Vendor Relations	<ul style="list-style-type: none"> • Understanding and following the agreed communications channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. • Log, maintain and reconcile support calls to the vendor for applications. • Contributing to a successful working relationship with vendors. • Assess and understand available solutions to be able to advise customers of the best possible solution to meet their requirements.

Key Areas Of Accountability	
Team Work	<ul style="list-style-type: none"> Consulting within the team and other IT teams as necessary in the scheduling of user acceptance testing and introduction of new production functionality as well as patches. Fully documenting all work in a logical and consistent manner. Promoting open and easy sharing of knowledge and information. Working closely with the Data / Voice Network Specialist and external Data Centre Vendor Services to develop solutions that work efficiently and securely on the network infrastructure. Participating as a key resource in projects and initiatives, and working to agreed plans and timeframes. Consult with the Application Database Specialist and Vendor DBA Service Provider in administering relational databases.
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader C4/HANA Pathways	Reports to
Business system Champions and end users	Provide timely service
IT Data / Voice Network Specialist	Working through infrastructure related matters
IT Programme & Planning and other Project Managers	Working through project implementation tasks
Team Members	Working collaboratively
Service Desk & other IT teams	Working collaboratively and mentor where appropriate
External	Nature of the Relationship
External Service Provider	Support and maintenance of Council infrastructure
Vendor Technical Account Manager(s)	Liaising with for third level / specialist support

Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems / related field or 5 years relevant experience to demonstrate an equivalent level of knowledge.	✓	

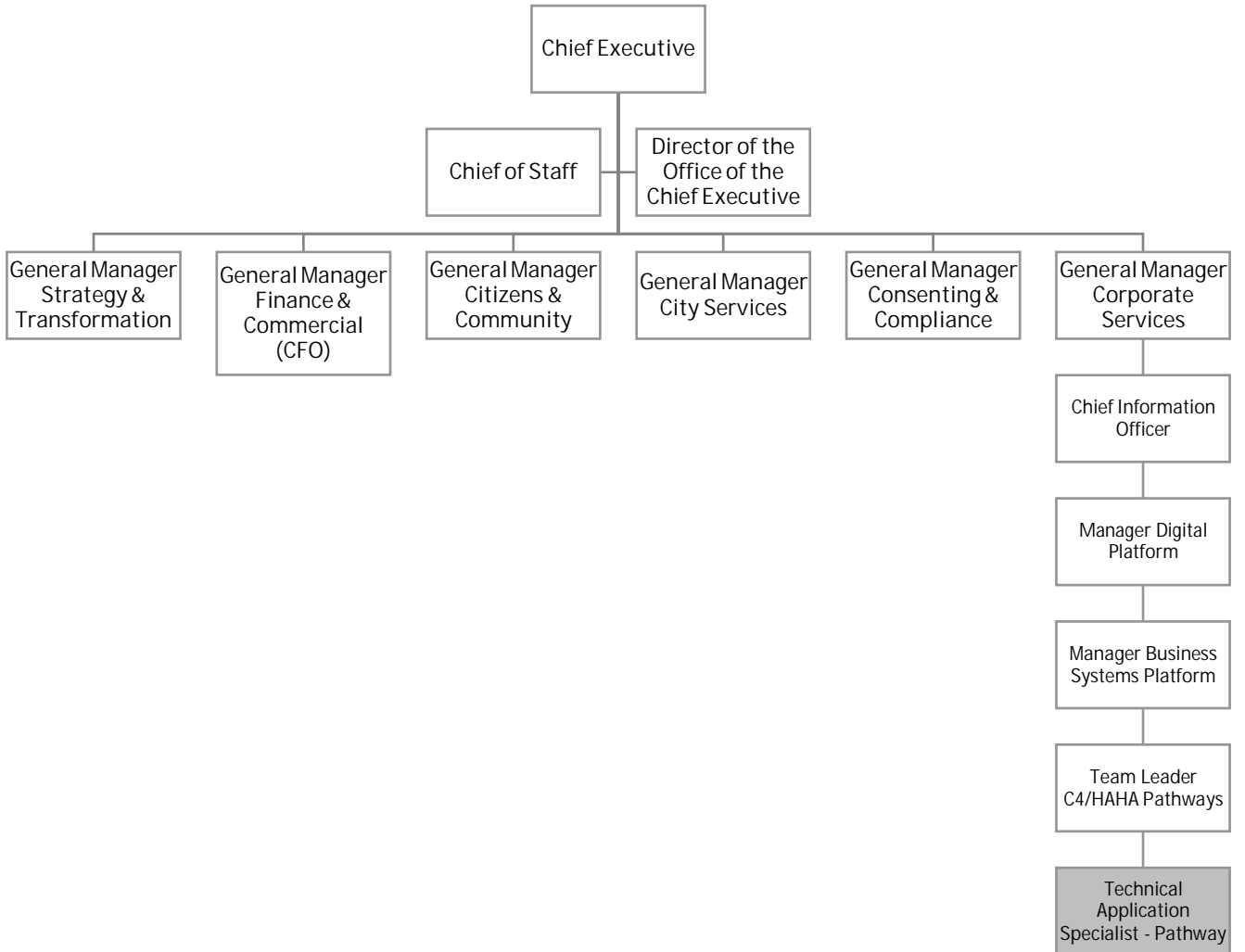
Microsoft Certification MOUS or equivalent		✓
ITIL Foundation		✓
Microsoft MCP		✓
Microsoft MCSE		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
5 years minimum experience administering, maintaining and supporting Key / Corporate multi user / cross-functional Business Systems.	✓	
5 years minimum extensive experience (sufficient to mentor Service Desk and Desktop Application Support staff) in supporting business applications.	✓	
2 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
A sound knowledge of the architecture of SAP BASIS and / or general Enterprise Solutions.		✓
A sound knowledge of the architecture of GEMS and Infor Pathways	✓	
Familiar with Microsoft SQL Server (at least query), and experience with database management systems.	✓	
Ability to collaborate effectively with Staff and Vendors to deal with complex situations.	✓	
Proven ability to make informed decisions confidently and work autonomously	✓	
Strong problem solving & analysis	✓	
Ability to pay exceptional attention to detail	✓	
Experience in providing coaching and mentoring to IT staff	✓	
Solid research skills and instructional knowledge to help create clear and effective instructional content for Council staff at all levels.	✓	
Experienced in developing training material and delivering training		✓
Excellent team working skills.	✓	
Familiarity with: <ul style="list-style-type: none"> • -Windows Server 2008/2003/2000 including AD • Citrix and Windows Terminal Server • Microsoft Office automation and integration • Database Performance Tuning • Visual Basic Scripting • Batch Processing • Crystal Reports • GIS 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓
Customer Focus	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Application Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager / Team Leader	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The purpose of this position is to provide specialised technical expertise to support and improve the ongoing management of key corporate business systems and significant desktop applications including enterprise level, relational database and geospatial database solutions.

This support will include (but not be limited to)

- The provision of advice, assistance, problem solving, trouble shooting, knowledge management, consultancy, planning, continual service improvement, maintenance, administration, testing, documentation, report writing, training and 2nd/3rd level support to customers and users of such business systems and desktop applications;
- Both technical expertise and functional expertise, maintaining service availability and supporting end user operations of these systems and applications.

Following ITIL methodologies, the Technical Application Specialist will follow the Service Operations principles of incident, problem, change, release and configuration management.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Customer Service	<ul style="list-style-type: none"> • Responding to and resolving incidents and requests for assistance from customers (through the Service Desk), including diagnostics, according to SLA. • Providing the appropriate levels of access to the system, as approved by Authorised Staff, Systems Architects, System Owners and / or Business Champions. • Setting up operational services for users, and being a source of knowledge on security. • Provide proactive services including pre-emptive fixes and advice for future solutions. • Providing Continual Service Improvement, addressing both provision of functionality and provision of service.
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Key Areas Of Accountability

	<ul style="list-style-type: none"> • Training and Mentoring Service Desk staff to provide the best possible service to the customer. This also includes the management, authoring and maintenance of quality knowledge base and technical articles to ensure consistent quality of service to the customer.
Service Operations	<ul style="list-style-type: none"> • Administering key corporate business systems and significant desktop applications so as to provide agreed levels of availability, reliability and performance which meet the needs of customers. Development and maintenance of utilities and tools to support these environments. • Working within the team and other IT Service Teams at the Council as necessary and external vendors to provide new solutions to the business, assisting these through service transition into production. • With Data Centre vendor, ensure adequate backup and restore procedures are in place, completed successfully, documented and tested. • Understanding security risks, providing advice on, and implementing agreed controls to protect the integrity of Council data and software. • Managing and applying application security and other patches and Service Packs in a timely manner, taking into account the need to minimise impacts on the business. • Tuning configuration parameters in consultation with the vendor and system consultants. • Understanding business system database structures and keeping track of these across environments (development, test, production, etc.) in conjunction with in-house application database specialist. • Having an intermediate level knowledge of Relational Database Management Systems. • Maintaining a sound knowledge of the architecture of business applications and their development environments. • Familiarisation with installation and upgrade procedures. • Familiarisation with other Business Systems to provide support and relief to other members of the team. • Maintaining the operational integrity of systems, including the relationship between development, test, training and production environments, through agreed procedures and accepted best practice (ITIL). Following change control procedures, consistent with general system change procedures, for the implementation of new or upgraded software versions and database loads and changes, working with other IT Teams and business solutions stakeholders.
Vendor Relations	<ul style="list-style-type: none"> • Understanding and following the agreed communications channels. • Maintaining clear, accurate, appropriately complete, and sufficiently timely communications so that the needs of both parties are met. • Establishing a good rapport with appropriate vendor representatives and support staff. • Log, maintain and reconcile support calls to the vendor for applications. • Contributing to a successful working relationship with vendors. • Assess and understand available solutions to be able to advise customers of the best possible solution to meet their requirements.
Team Work	<ul style="list-style-type: none"> • Consulting within the team and other IT Teams as necessary in the scheduling of user acceptance testing and introduction of new production functionality as well as patches.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Fully documenting all work in a logical and consistent manner. Promoting open and easy sharing of knowledge and information. Working closely with the Data / Voice Network Specialist and external Data Centre Vendor Services to develop solutions that work efficiently and securely on the network infrastructure. Participating as a key resource in projects and initiatives, and working to agreed plans and timeframes. Consult with the Application Database Specialist and Vendor DBA Service Provider in administering relational databases.
Leadership	<ul style="list-style-type: none"> Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. Role models our shared values
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager / Team Leader	Reports to
Team members	Work collaboratively with
Service Desk & other IT Teams	Working collaboratively and mentor where appropriate
Staff at all levels within the organisation	Liaise with and provide information and support
External	Nature of the Relationship
External Service Provider	Support and maintenance of Council infrastructure
Vendor Technical Account Manager(s)	Liaising with for third level / specialist support

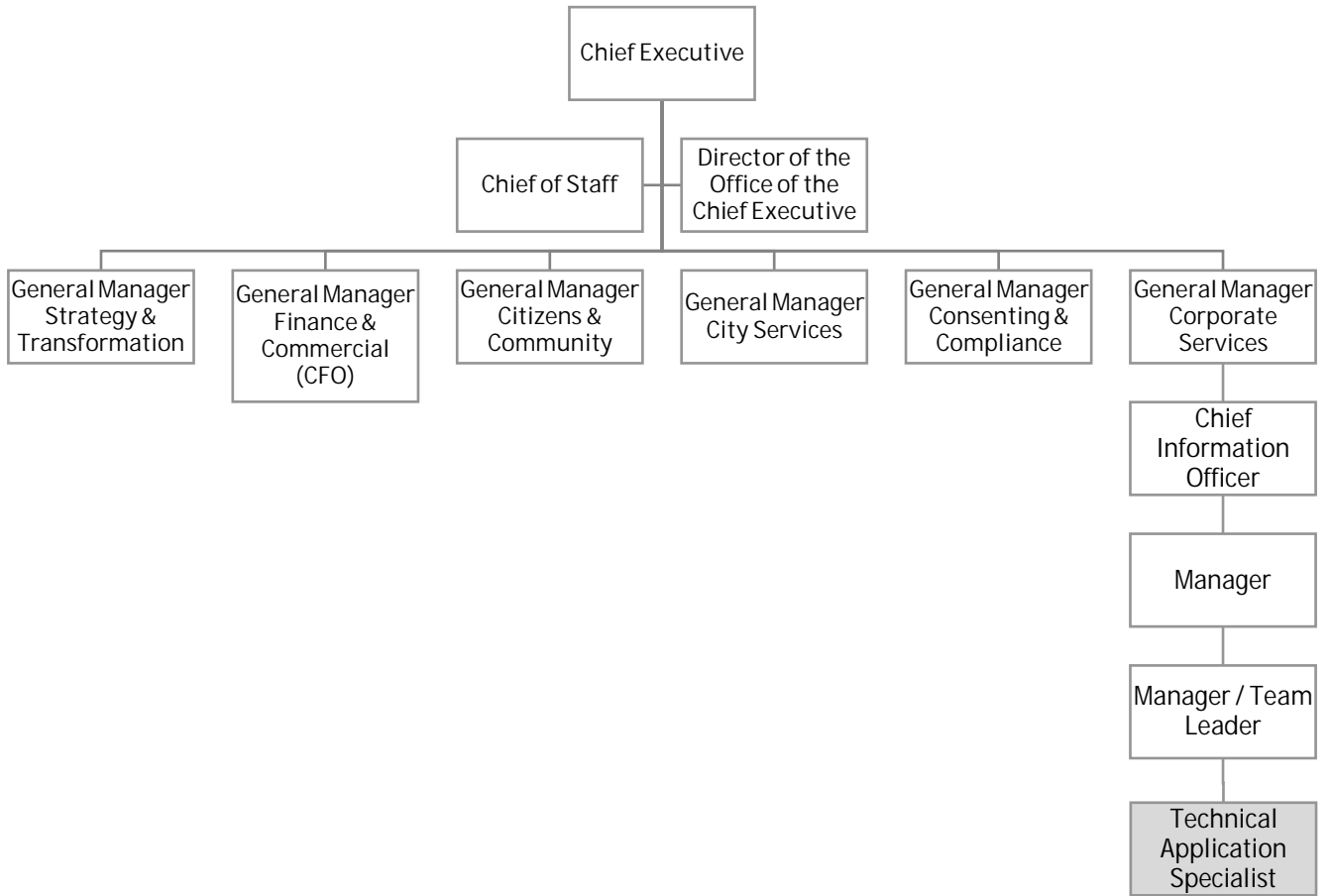
Formal Qualifications and Training	Required	Desirable
A tertiary qualification in Information Systems / related field or 5 years relevant experience to demonstrate an equivalent level of knowledge.	✓	
Microsoft Certification MOUS or equivalent		✓
ITIL Foundation		✓
Microsoft MCP		✓
Microsoft MCSE		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
5 years minimum experience administering, maintaining and supporting Key / Corporate multi user / cross-functional business systems.	✓	
5 years minimum extensive experience (sufficient to mentor Service Desk and Desktop Application Support staff) in supporting desktop applications including MS Office and Business Applications.		✓
2 years minimum experience deploying change in a structured environment (preferably ITIL focussed), including planning, testing, documentation and communication of change.	✓	
A sound knowledge of the architecture of SAP BASIS and / or general Enterprise Solutions		✓
Familiar with Microsoft SQL Server (at least query), and experience with database management systems	✓	
Ability to collaborate effectively with staff and vendors to deal with complex situations	✓	
Proven ability to make informed decisions confidently and work autonomously	✓	
Strong problem solving & analysis	✓	
Ability to pay exceptional attention to detail	✓	
Proven ability to plan and ensure effective use of resources to meet objectives.	✓	
Experience in providing coaching and mentoring to IT staff	✓	
Experienced in developing training material and delivering training		✓
Solid research skills and instructional knowledge to help create clear and effective instructional content for Council staff at all levels	✓	
Excellent team working skills.	✓	
Familiarity with: <ul style="list-style-type: none"> • Windows Server 2012/2008 including AD • Citrix and Windows Terminal Server • Microsoft Office automation and integration • MS .NET language (e.g. C#, Visual Basic Scripting) • Database Performance Tuning • Batch Processingcrystal Reports • GIS 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Communication	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 		
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Technical Delivery Management Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Digital Platform Manager	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

Work as part of the technology development leadership and management team to ensure that Council technical solutions are effectively delivered, aligned to the digital strategy and digital agenda and frameworks to deliver value to our customers. The role will:

- Facilitate the realisation of the Councils ICT Strategy through the contribution to the delivery of solutions to meet Council outcomes.
- Ensure solutions are fit for purpose, technically viable, robust, and aligned to Council architectural principles, standards and roadmaps.
- Work with the accountable delivery team to ensure the solution plan is delivered
- Provide technical leadership and innovation across all aspects of technology development.
- Be responsible for quality of solutions delivered, ensuring that appropriate development standards are maintained and followed, including compliance with required standards

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability	
Technology Delivery Management	<ul style="list-style-type: none"> • Lead the operational planning processes for the unit, ensuring the alignment of key areas of focus. • Work with Department Managers in within the IT Unit to create a flexible environment that will ensure staff are deployed in the area of greatest demand. • Use Agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery, and swiftly responding to changing requirements. • Gather and report detailed performance data against key indicators, to generate actionable improvements to the quality of service offered. • Proactively drive innovation, with new ideas and options made available by new technology and process.

Key Areas Of Accountability

	<ul style="list-style-type: none"> • Keep up-to-date with latest technology, software development technologies and methodologies. • Accountable for the delivery of ad hoc project work and special assignments on behalf of the Digital Solutions Platform Manager • Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). • Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change. • Within a business change programme, assists in the preparation of technical plans and cooperates with business assurance and project staff to ensure that appropriate technical resources are made available. • Provides advice on technical aspects of system development and integration (including requests for changes, deviations from specifications, etc.) and ensures that relevant technical strategies, policies, standards and practices (including security) are applied correctly. • Ensure the accountable delivery team deploys based on the solution plan
<p>System Design & Development Management</p>	<ul style="list-style-type: none"> • Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively. • Undertakes impact analysis on major design options and trade-off. Makes recommendations and assesses and manages associated risks. • Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. • Ensures that the system design balances functional and non-functional requirements. • Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed architectures, standards, methods and procedures. • Provide technical leadership with internal development staff and 3rd party technical consultants, where applicable • Ensure solutions meet agreed business requirements
<p>Strategic Advice</p>	<ul style="list-style-type: none"> • Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans. • Owns the transition process, develops the organisation's approach and defines the acceptance criteria for service transition. Promotes and monitors project quality outputs to ensure they are fit for purpose and fit for use within operational service. • Actively engages with technical design and project managers to promote awareness and compliance with service transition quality plans and processes.
<p>Customer & Relationship Management</p>	<ul style="list-style-type: none"> • Lead and instil a culture of customer focused thinking and operating within the Unit. • Work collaboratively with peers to ensure that decisions are made with the customer in mind. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and private industry representatives.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develop and maintain effective relationships and communication with peer managers within the IT Unit and the rest of the Council to foster collaborative leadership. • Liaises with business and IT partners on release scheduling and communication of progress.
Leadership	<ul style="list-style-type: none"> • Provides direction, empowers, motivates and develops others in order to achieve business unit, group and organisational goals. • Is a role model for our shared values. • Communicate vision, direction and manage change for the Business Platform team to be an exemplar in the delivery of Business Platforms.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Digital Platform	Reports to
Department Managers in the IT Unit	Collaborate with, share information with
Managers in Department	Peer Relationship
IT Unit staff	Technical leadership, mentoring and advice
External	Nature of the Relationship
Customers	Provide advise as an escalation point as required
Vendors / Suppliers	Partnership

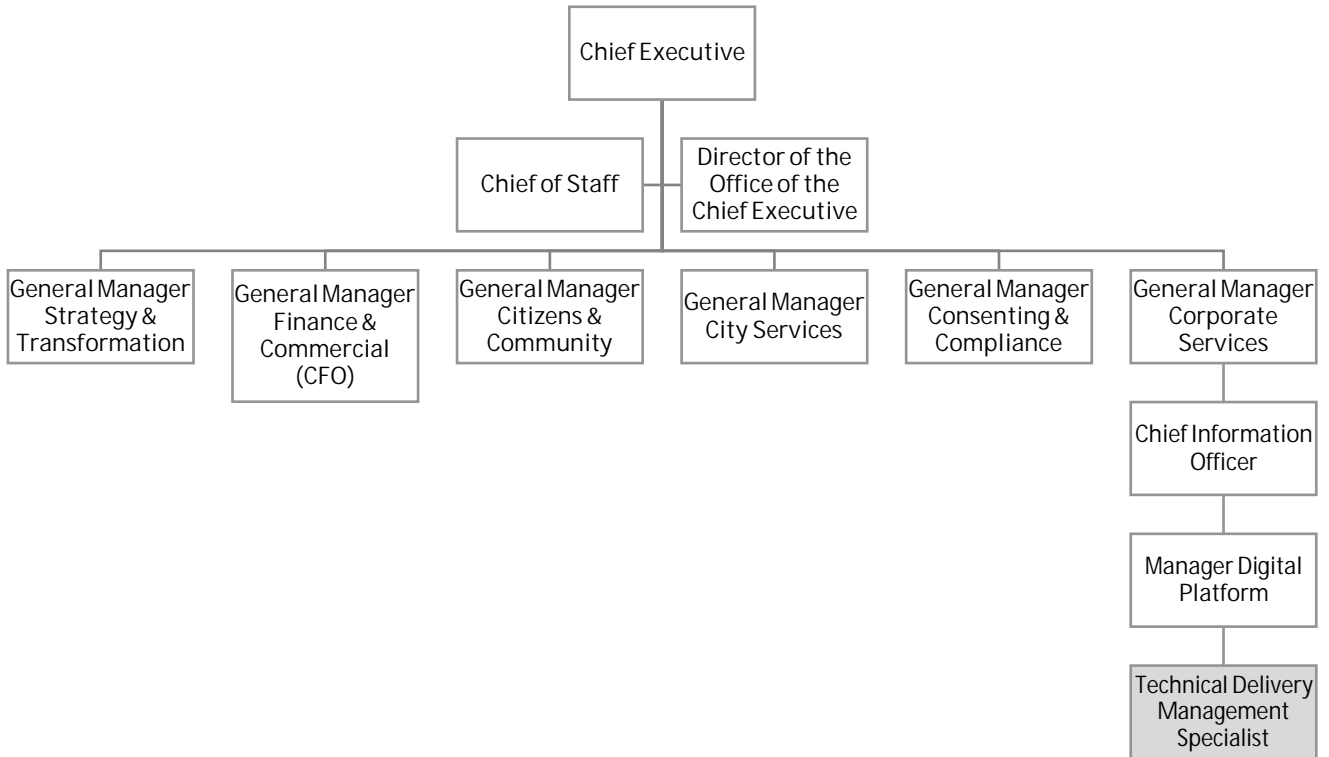
Formal Qualifications and Training	Required	Desirable
Professional qualification in IT related discipline e.g. Information Management, Computer Science	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
At least 10 years' experience in IT, with 5 years in a technical delivery role	✓	
ITIL processes knowledge		✓
Extensive experience in system design and implementation and leading IT Technology change	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
Extensive experience influencing teams to perform and hold them accountable including strong conflict management skills	✓	
Expertise and/or extensive knowledge of information management and technology disciplines, including latest development in information management and technology practices.	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Planning & self-management</p> <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
<p>Partnerships & consultation</p> <ul style="list-style-type: none"> • Builds positive relationships with stakeholders to encourage involvement. • Actively listens in order to understand stakeholder needs. • Welcomes and positively explores differences of opinion; open to changing own point of view. • Stays calm in the face of challenging or emotive situations. • Understands how to engage with Maori and can do so with confidence. 	✓	
<p>Strategic focus</p> <ul style="list-style-type: none"> • Keeps up to date with Council and community activity that affects their role and the roles of others in their immediate team. • Understands the services provided on behalf of Council are detailed in an Annual Plan and a Long Term Plan. • Is aware of the need to consider community desires within social, economic, environmental and legislative constraints. • Appreciates the need for long term strategies that steer the nature of the services Council delivers. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: User Support Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Team Leader Library Systems Support	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

The Digital Library Services Technical Team are responsible for the provision of customer support service to all users of technology in libraries. At the operational level, the main objective of the Help Desk is to provide a single point of contact to provide advice, guidance and facilitate the rapid restoration of normal services to Library customers and Staff. User Support Specialists will assist in the provision of Help Desk and first / second level support for all users of library technology - covering library applications, hardware, software and peripherals.

- To get users calling the Help Desk with a problem back to work as quickly as possible either by resolving the problem on the spot, or escalating it as appropriate, taking ownership of the call and following it through to resolution.
- Proactively identify problems before they become service affecting.
- To take part in efforts to continually improve team processes and procedures and to document them.
- To participate in library projects both as a resource for the implementation of the project but also to lead projects as required.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

User Support	<ul style="list-style-type: none"> • Providing user support in specific platforms and applications e.g. Windows, Pharos, Internet, MS Office Suite according to DLS Team guidelines • Delivering customer service on the Help Desk on a rostered basis by answering incoming calls, respond to email, walk-in, and web requests, log 100% of all requests and classify each call appropriately, escalating calls as appropriate
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Maintain ownership of all high priority and urgent incidents through to closure, monitoring the status and progress of all escalated incidents and validating the resolution prior to closure • Advising customers of progress on a regular basis relating to installations or maintenance, including negotiating new timeframes as required • Training users in the use of library systems and applications on an ad hoc basis or as part of the DLS Team programme of training
Installation and Maintenance	<ul style="list-style-type: none"> • To be aware of software licensing procedures and update IT assets staff when new licenses are requested or when any licensing discrepancies are encountered. • Installing new products or new versions of software according to the DLS Plan or as required by Council policies • Installing hardware including special library hardware equipment, e.g. RFID hardware, hardware associated with Library Systems (Symphony, Pharos etc.).
Information Technology Service Development	<ul style="list-style-type: none"> • Preparing and writing support documentation for publication in both electronic and paper format • Supporting or leading library projects (e.g. new buildings, temporary locations or change management) by participating in teams or providing advice relating to plans, budgets, purchase of hardware, etc., including liaising with suppliers as necessary • Takes responsibility for own learning and development to stay current in rapidly changing technologies. Quickly assimilates new technical information in relation to own role
Supporting Team Outputs	<ul style="list-style-type: none"> • Producing system reports as required and monitoring report production • Assisting with the development and maintenance of procedures manuals and floor plans • Contribute to the success of the team and help foster team spirit through a collaborative and co-operative approach to work. • Organising and prioritising tasks and managing time effectively including completing routine administrative tasks promptly and accurately. • Contributing positively to team meetings and projects. • Being dependable in fulfilling both individual and team commitments • Putting into practice the behaviours expected of the team to be aligned with Corporate Values.
Relationship Management	<ul style="list-style-type: none"> • Proactively and skilfully, manage the complex relationships between Digital Library Services, information owners, internal and external customers (including the LIU and Corporate Support (Council-IT) units) and various stakeholders. • Liaise and maintain effective relationships with vendors. • Interface with external organisations/groups related to Help Desk and Digital Library Services.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
User Support	<ul style="list-style-type: none"> • Providing user support in specific platforms and applications e.g. Windows, Pharos, Internet, MS Office Suite according to DLS Team guidelines

Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Delivering customer service on the Help Desk on a rostered basis by answering incoming calls, respond to email, walk-in, and web requests, log 100% of all requests and classify each call appropriately, escalating calls as appropriate • Maintain ownership of all high priority and urgent incidents through to closure, monitoring the status and progress of all escalated incidents and validating the resolution prior to closure • Advising customers of progress on a regular basis relating to installations or maintenance, including negotiating new timeframes as required • Training users in the use of library systems and applications on an ad hoc basis or as part of the DLS Team programme of training
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Library Systems Support	Reports to
Library colleagues	Customers
Digital Library Services team	Peer colleagues
IT Service Operations Team	Peer & collaborative relationships.
Managers and Staff in Library and Information Unit	Line management, support, advice and collaboration.
Other Council Managers and Staff	Support and advice.
External	Nature of the Relationship
Contractors and service providers	Client/Contractor
External suppliers	Vendors
Library customers	Customers

Formal Qualifications and Training	Required	Desirable
A degree in Information Technology, Computer Science, or other relevant discipline or evidence of ability to work at that level.	✓	
MCSE Certified		✓
Microsoft Certified Professional (MCP)		✓
Comptia A+ Certification or similar industry qualification		✓

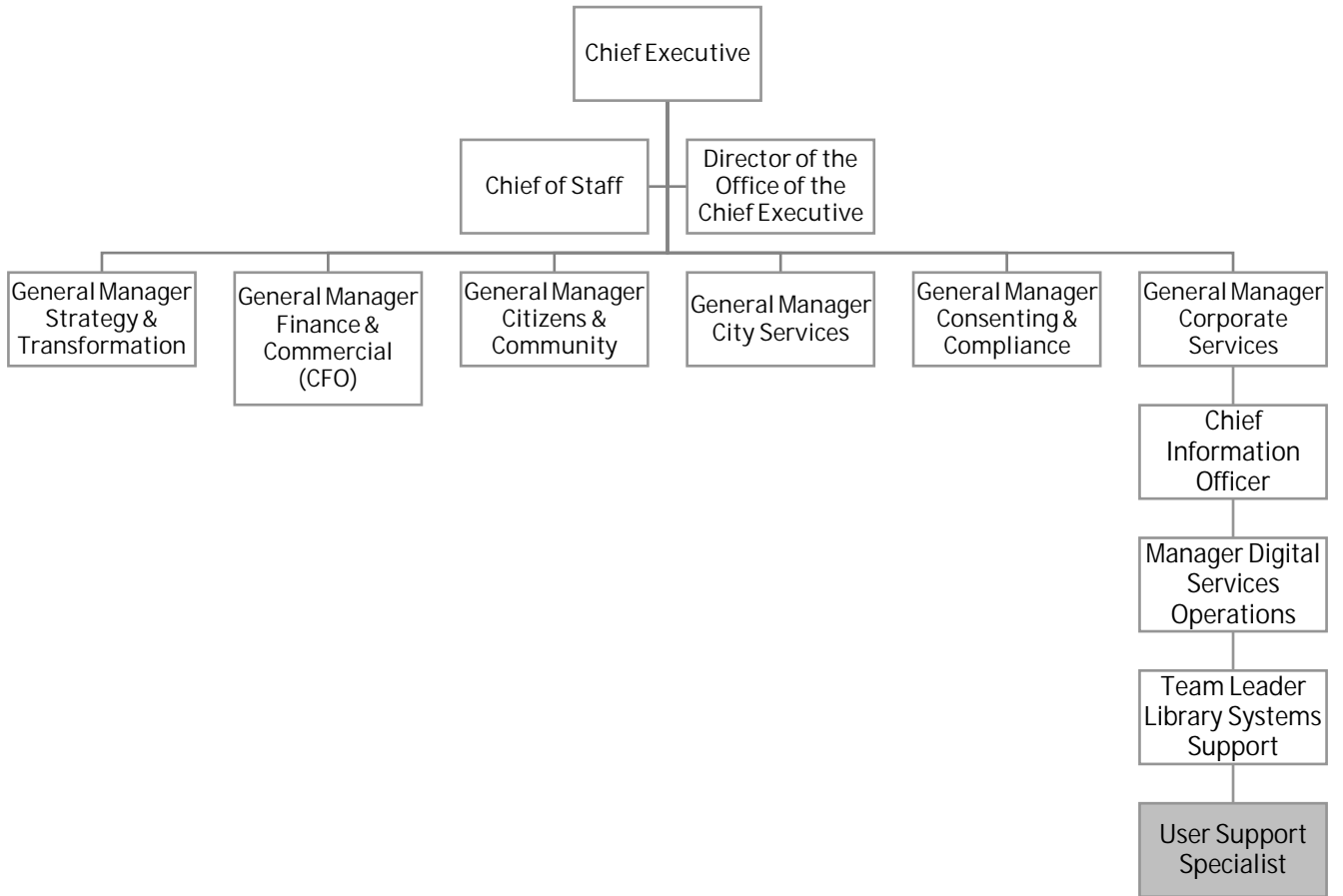
MOUS or have excellent, proven MS Office skills.	✓	
ITIL Foundation Certificate		✓

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Experience in using library computer systems		
Experience in user support in a Windows based environment and a strong knowledge of Windows, which includes setting up and troubleshooting applications, including use of remote management and diagnostic tools.	✓	
A minimum of 2 years' Service Desk experience in supporting PC hardware & software in large organisation	✓	
At least 1 year of experience of working on a technical Helpdesk/Service Desk.	✓	
A high level of technical skills and experience, and be willing to continue learning in a rapidly evolving environment	✓	
Experience of web authoring		
Communication: excellent interpersonal and communication skills, facilitation and training skills and customer service awareness with the ability to listen to, understand and interpret the needs of customers and communicate solutions to them	✓	
The ability to relate to and work with people at all levels and from a wide range of backgrounds	✓	
Ability to network with IT colleagues and external suppliers to integrate and co-ordinate effective resolutions to customer problems as appropriate.	✓	
Can use own initiative to take action and suggest improvements	✓	
Physically able enough to lift and move PC's and other associated hardware.	✓	
Planning and Self-Management <ul style="list-style-type: none"> • Is clear on individual goals and how these support team goals. • Takes responsibility for their own work and performance. • Plans how they will meet their goals, manages their own time and progress. • Follows through on commitments, whilst balancing personal and work life. 	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 	✓	
Understanding Council <ul style="list-style-type: none"> • Knows how their own role supports the team and the organisational vision/purpose/goals. • Understands the values and lives the value behaviours. • Is aware of and follows policies and procedures that apply to their role. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Represents the organisation favourably and values its reputation. 		
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Leadership</p> <ul style="list-style-type: none"> • Gets involved - is a positive and active contributor to work discussions and projects. • Addresses issues and problems honestly, promptly, respectfully and openly. • Provides specific feedback to others. • Looks after own health, safety and well-being and encourages others to do the same. 	✓	✓
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: UX Specialist	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Customer Experience Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: August 2019

Purpose of the position:

- This strategic role is a key member in the Customer Experience Platform team, generating feedback and insight needed to build a clear picture of users and to provide advice and support to the design content through to delivery of solutions for the customer.
- Supporting the IT Managers by providing strategic advice, generating new and useful user insights and translating it into features and actions that will interactively improve digital products and services for users.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

User Research	<ul style="list-style-type: none"> • Plan, design and conduct usability testing sessions to support the design and development of digital services and products. • Lead the usability testing process from developing user recruitment briefs through to test moderation, analysis and report writing. • Conduct research to test new product and concept developments (including user requirements gathering and early stage concept and prototype testing, guerrilla research, and other approaches to ensuring the user need is fully understood in the service design). • Work with IT Managers to devise appropriate research strategies to generate focused insights and to convert concepts into high quality stimulus material. • Work closely with product manager, designers and developers to turn user data into actionable product/service requirements that influence product direction. • Present findings and related design/business recommendations and customer insights to senior decision makers. • Promote user centred design principles and best practice.
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Key Areas Of Accountability	
	<ul style="list-style-type: none"> • Develop and design user journeys.
Design	<ul style="list-style-type: none"> • Deliver prototypes and wireframes that meet web standards, ensuring that key elements are built in from the outset. • Contributing to the development and continual enhancement of products. • Disseminating expertise of how design decisions impact accessibility both internally and externally. • Communicating credibly with a wide range of digital delivery disciplines and talent both internally and externally. • Work in an agile, multi-disciplinary team environment, and ability to deliver iterative design components (including user journeys) to the development team. • Have a broad knowledge of IT Systems and issues to feed into the design and delivery of digital products. • Provide a level of ownership and accountability for the customer experience across multiple platforms.
Strategic Relationships	<ul style="list-style-type: none"> • Build relationships and work effectively with external providers, for example user testing and user experience professionals. • Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery. • Develop and maintain effective relationships and communication with relevant council staff. • Develop and maintain sound working relationships, networks and partnerships with key stakeholders as required.
Leadership	<ul style="list-style-type: none"> • Clarify strategies and plans, giving clear sense of direction and purpose for self and team. • Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals. • Identify the main issues in complex problems; clarify understanding or stakeholder expectations, to seek best option. • Make difficult decisions by pragmatically weighing the complexities involved against the need to act.
Leadership	<ul style="list-style-type: none"> • Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. • Role models our shared values
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:

Internal	Nature of the Relationship

Manager Customer Experience Platform	Reports to
Digital team members	Work collaboratively with
Corporate Services Heads of Units, Managers, and Team members	Liaise with, provide information and support
Staff at all levels within the organisation	Liaise with and provide information
External	Nature of the Relationship
Council external service providers including consultants, business, digital and customer agencies	Client
Christchurch City Council partners	Collaborate and work with to deliver to the Council's external digital presence.
Stakeholder groups (including: businesses, community groups, residents, residents associations, ethnic groups, non-government and government organisations), the media	Collaborate and work with to deliver to the Council's external digital presence. Undertake research and surveying to capture customer need.

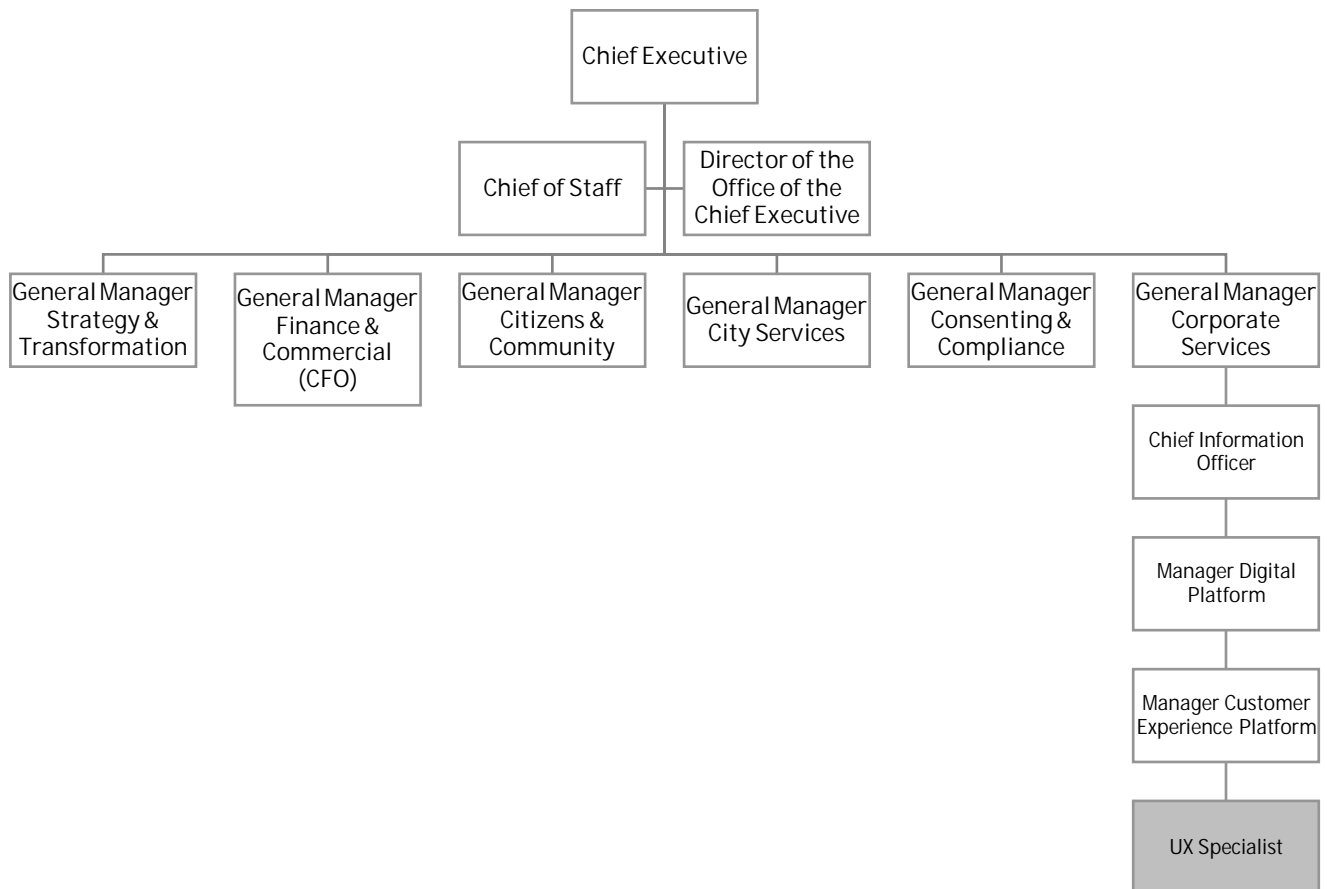
Formal Qualifications and Training	Required	Desirable
Degree in Architecture/ Design/ Humanities/Psychology	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Eight years proven experience in within a similar mid/Senior level role with experience in prototyping for web and mobile.	✓	
Demonstrable knowledge, experience in and passion for web user centred design practices.	✓	
Proven experience of gathering user requirements for web based services.	✓	
Experience across web content, tools and transactional services, especially those with complex user journeys.	✓	
Proven experience of working in an agile development environment with User Experience teams, designers and developers to create new digital products and services	✓	
Knowledge and experience of user research tools and methodologies	✓	
Strong interpersonal and customer service skills	✓	
Strong organizational skills and ability to handle multiple tasks under tight deadlines is essential.	✓	
Strong typography skills	✓	
Excellent verbal and written communication skills, including proofing, grammar and spelling.	✓	
Customer Focus <ul style="list-style-type: none"> • Anticipates customer needs and takes prompt action. • Is approachable, demonstrates empathy and keeps customers informed. 	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Listens to feedback from customers and takes time to understand their views and needs. • Is a role model for customer service excellence. 		
<p>Communication</p> <ul style="list-style-type: none"> • Engages with others; listening and showing respect for their input, suggestions and feedback. • Puts forwards suggestions, ideas and feedback. • Shares relevant information with colleagues. • Communicates clearly and constructively, verbally and in writing. • Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> • Co-operates to find solutions, which achieve your goals and those of others. • Asks others for their ideas and input. • Helps others willingly and is willing to accept help. • Gets to know people outside of their own team. 	✓	
<p>Learning and Growth</p> <ul style="list-style-type: none"> • Ensures skills and knowledge for current role are maintained and improved. • Takes opportunities to share their knowledge with colleagues. • Seeks new challenges and opportunities to learn. • Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. • Admits to, and learns from mistakes. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers, which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:



POSITION DESCRIPTION

TITLE: Web Developer	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Information Technology (IT)	GROUP: Corporate Services
REPORTS TO: Manager Customer Experience Platform	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: July 2019

Purpose of the position:

- Responsible for building web and mobile products to serve a variety of customer needs, including developing frontend customer interfaces.
- Work as part of a multi-disciplined team to design user focussed and successful services.
- Develop functionality that meets web standards, ensuring that key elements are built in from the outset.
- Manage and support web and mobile products and platforms on a day-to-day basis.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Delivering High Quality Web and Mobile Products	<ul style="list-style-type: none"> • Building web and mobile applications and products to serve a variety of customer needs. • Developing front-end customer interfaces using HTML, CSS, JS that meet web standards and customer need. • Supporting testing and deployment practice. • Working within an agile team to deliver high quality products. • Using version control systems such as GIT.
Supporting Applications and Platforms	<ul style="list-style-type: none"> • Taking part in supporting application and platforms, including occasional support out of hours. • Contribute to the development and continual enhancement of products. • System administration and configuration. • Content management.

Key Areas Of Accountability	
	<ul style="list-style-type: none"> Sharing knowledge of tools and techniques with the wider team, both developers and non-developers.
Change and Improvement	<ul style="list-style-type: none"> Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges. Identify issues in complex problems, clarify understanding or stakeholder expectations to seek best option. Identify and encourage a culture of innovation in the team. Research and learn new programming tools and techniques. Establish and drive intra and inter team discussions to learn from experience and adapt organisational processes and plans.
Customer Service	<ul style="list-style-type: none"> Ensure the services and products developed consider customers needs and a broad range of available methods to meet this, including new technology where relevant. Responsive to the needs of customers and able to respond appropriately. Working with colleagues in the web development and web content teams to provide responsive help for queries.
Health & Safety	<ul style="list-style-type: none"> Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Manager Customer Experience Platform	Reports to
Colleagues	Work collaboratively with
Heads of Units, Managers, and IT team members	Liaise with, provide information and support
Staff at all levels within the organisation	Liaise with and provide information
External	Nature of the Relationship
Other local government organisations	Partners in information provision
Citizens, Customers of the Council, Visitors to Christchurch	Provision of Council information

Formal Qualifications and Training	Required	Desirable
A tertiary qualification in web-relate disciplines, information management and computing; or equivalent experience	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
At least 5 years' experience in a junior or mid-level web developer, design or content role within a similar environment	✓	
Solid experience of web and mobile front-end web development. Core skills in JS, HTML & CSS.	✓	
Experience building server-side web applications and knowledge of at least one programming language such as PHP or ASP.NET	✓	
Experience working within an agile, multi-disciplinary team environment, and ability to deliver iterative design components (including user journeys) to the development team.	✓	
An ability to communicate technical concepts to a non-technical audience	✓	
Working knowledge of web standards and formats, browser compatibility and system compatibility issues	✓	
Knowledge of the use of version control systems such as subversion or git	✓	
Ability to quickly research and learn new programming tools and techniques	✓	
System administration and configuration management skills		✓
Experience of building and scaling high-traffic websites		✓
Experience of working with JavaScript libraries to produce data visualizations		✓
Understanding of the use of Responsive Web Design		✓
<p>Communication</p> <ul style="list-style-type: none"> Engages with others; listening and showing respect for their input, suggestions and feedback. Puts forwards suggestions, ideas and feedback. Shares relevant information with colleagues. Communicates clearly and constructively, verbally and in writing. Considers their audience and adapts their communication accordingly. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. Asks others for their ideas and input. Helps others willingly and is willing to accept help. Gets to know people outside of their own team. 	✓	
<p>Learning & Growth</p> <ul style="list-style-type: none"> Ensures skills and knowledge for current role are maintained and improved. Takes opportunities to share their knowledge with colleagues. Seeks new challenges and opportunities to learn. Listens to feedback on own performance, responds constructively and considers ways to improve and/or develop. Admits to, and learns from mistakes. 	✓	
Focus on Results	✓	

Key Knowledge/Skills/Experience/Competencies	Required	Desirable
<ul style="list-style-type: none"> • Can be counted on to achieve goals successfully and safely. • Monitors own progress and is willing to try different approaches in order to be successful. • Is proactive in highlighting barriers which affect the delivery of services/results. • Acknowledges others progress and success; giving feedback and credit where it's due. 		
<p>Problem Solving</p> <ul style="list-style-type: none"> • Is responsive to problems and takes the initiative to find solutions. • Is curious and looks beyond the obvious for solutions. • Anticipates potential problems and develops actions to prevent issues from escalating. • Seeks out and considers relevant and available advice, data and information. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:

