

# Whakaaturanga Mahi - Job description

Job details	
<b>Job title:</b>	Application Specialist – Fixed Term
<b>Reports to:</b>	IT Operations and Security Manager
<b>Direct reports:</b>	Nil
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Executive Leadership Team All Enable New Zealand Limited managers and staff Innovation and Technology team members
<i>External:</i>	Technology suppliers and developers Web-based application providers Service users Disabled people and their support communities Suppliers and contractors to Enable New Zealand Limited
<b>Location:</b>	Palmerston North

## Ko wai mātou - Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou - What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

## He aha te mahi - Role purpose

To develop and support core technology systems and integration of our as-a-service platforms, end user computer services, web services, and application management.

As the technical product owner for assigned applications the role must liaise with application owners and work closely with our business teams, fellow support specialists, project teams, and external partners to ensure the smooth running of applications and ensure our people and external system users have a fantastic user experience.



## Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
<b>Application configuration and data maintenance</b>	<ul style="list-style-type: none"> <li>• Application configuration and data maintenance</li> <li>• Management of minor additions or configuration changes or working to support partners to deliver larger changes.</li> <li>• Business analysis</li> <li>• Manage deployment of system changes and maintenance tasks during specified maintenance windows per ITIL best practice.</li> <li>• Participate in design and architecture of technical solutions</li> <li>• Understanding of computer networking and communication protocols.</li> <li>•</li> </ul>
<b>Managing internal and external stakeholders to ensure delivery of quality solutions</b>	<ul style="list-style-type: none"> <li>• Communicates with project managers, developers, and designers to ensure any work released is of excellent quality.</li> <li>• Project planning, performance, functional, and scalability testing data capture in an accessible location and in a way that can be reported on.</li> <li>• Managing vendors to ensure delivery of quality solutions</li> </ul>
<b>Incident and problem management</b>	<ul style="list-style-type: none"> <li>• Managing and minimising the impacts of incidents and problems on the business and the prevention of reoccurrence of errors.</li> <li>• Support in development of incident management practices</li> <li>• Follows ITIL best practice processes</li> </ul>
<b>Management of features and configuration changes</b>	<ul style="list-style-type: none"> <li>• Support application gateways, considering user experience and technical requirements.</li> <li>• Implement continual improvement of applications, database and service architecture and monitoring</li> <li>• Complete acceptance testing of new releases and patches, providing technical feedback to Development and QA Teams</li> <li>• Participate in design and architecture of technical solutions</li> <li>•</li> </ul>
<b>Monitoring and forecasting user demand</b>	<ul style="list-style-type: none"> <li>• Work alongside business analysts, development and infrastructure teams and partners/vendors to support scripting, automation etc. to build and deploy applications.</li> <li>• Recommend improvements and optimisations for the overall reliability, performance, and cost of the Enable NZ Ltd application platforms</li> </ul>
<b>Health, Safety, and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> </ul>

Key objectives	Responsibilities
<i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand’s incident reporting system. Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<b>Te Tiriti o Waitangi- Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>• Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua - Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Desirable Qualifications and Experience

- Tertiary qualification in Information Systems or in a related field required.
- Previous IT experience as an application specialist or application engineer, and experience as a technical system owner.
- Practical experience in adopting and using cloud-based applications.
- Experience working in a project management environment following a software development lifecycle (SDLC)
- A solid understanding of and demonstrated experience in using appropriate defect tracking tools.
- Sound and well-developed application maintenance skills particularly in the Microsoft suite of products, databases, and SaaS solutions.
- The ability to demonstrate exceptional communication and facilitation.
- Ability to train and coach staff in new technology implementations.
- Ability to demonstrate high levels of written communication.
- Able to work in a busy environment with tight deadlines, take pride in your work and help deliver what we promise.
- Ability to interpret, analyse and apply statistical information.
- Experience working with and setting up cloud-based platforms.
- Knowledge and experience in digital, web and social media technology.
- Keeps abreast of technology advances and is aware when they can be applied to our services.
- Knowledge of principles and processes for providing customer and personal services. This includes customer requirement assessments, meeting quality standards for services, and evaluation of customer satisfaction.

**Physical Attributes:**

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular need by obtaining advice from the appropriate people leader.