



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Process Platform Specialist

Digital Public Service, All of Government Services Delivery

The purpose of the Process Platform Specialist role is to support, operate and continuously develop a fit for purpose the process modelling suite of tools, ensuring the environment remains secure, operational and performs at high levels for all users. Process Platform Specialist has overall responsibility for the system and master set of processes to aid design and delivery for the end user, including working with the vendor for determining future state and provide expertise on how to get to the future state.

The role works closely with other subject matter experts from the system functional leads (for Procurement, HR, Finance, etc per the Public Service Commission). This role has deep insight into how the process platform and the NZ AOG Common Process Model work so that agencies can use it for their projects and programmes. The role will be deeply involved with specialists in procurement, HR, Finance, etc and advise, support, guide, influence and co-create the next iteration of this NZ AOG system asset – NZ AOG Common Process Model.

- **Reporting to:** CPM Unit Technical Operations Manager
- **Location:** Wellington
- **Salary range:** Information Technology, Band H

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence



Te Tari Taiwhenua
Internal Affairs

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p>Delivery of Services</p> <ul style="list-style-type: none"> • Control and maintain user access to the system and access to environments (multi tenancy) • Ensure regular maintenance of the system is maintained and monitor the performance of the system and communicated to all users as required • Ensure the environment remains operational and performs at high levels for all users • Establish, develop and maintenance of specification documentation relating to the technical processes. Ensure documents are accurate, clearly outline technical requirements, support best practice and use agreed information management methodologies and standards • Ensure technical process, procedure and work instruction documentation is correct and up-to-date • Monitor access to the systems to provide insights into the quality of services delivered 	<ul style="list-style-type: none"> • Users are provided access in a timely manner • Annual systems audits confirm that appropriate arrangements are in place. • System reports are completed to a high standard within required timeframes, and processes are fit-for-purpose • Effective monitoring and reporting of performance against SLA's and business plans • All users will interact securely with the application platform with no adverse reports, e.g. data breaches. • Procurement, HR, Finance, etc system functional leads see the improvement of their policies, legislation, regulations and system level assets used by agencies. • Identify any gaps in the advice the Unit provides together with the system functional leads so that officials can use the Common Process Model with confidence that it complies with the directive from the Minister of Finance.

What you will do to contribute	As a result we will see
<p>Continual Service Improvement / Change Management</p> <ul style="list-style-type: none"> • Maintain the Service Improvement / Change Management Strategy and associated processes and guides for the Common Process Model • Responsible for build, test and implementation of improvement releases, ensuring that all effected parties are well informed. • Collaborate with Working / Release Groups and SME team on new ideas and approaches working through adaptation, and analysis of the changes to be implemented • Work with the SME team to understand the implications and process for implementing changes to the system and associated collateral • Work with system functional leads and their experts so that agencies adopt the Common Process Model. 	<ul style="list-style-type: none"> • Different perspectives are included in advice and strategies being developed. Work is collegial with others • The sharing of information, experience, knowledge and ideas is encouraged • Required system changes and development are undertaken so that new and updated business processes are implemented successfully and effectively with minimal impact • Opportunities for improvement are actively identified, assessed, evaluated • Data standards are maintained • NZ Government agencies are able to comply with the Public Service Act so that staff can easily move between agencies with minimal training to be effective.
<p>Stakeholder Management</p> <ul style="list-style-type: none"> • Establish, build and maintain effective working relationships with key stakeholders, both internally and externally • Proactively liaise and co-ordinate with vendors and other support teams to ensure services are delivered that are fit-for-purpose • Create and foster a culture of customer focus and service among the team • Establish and maintain strong collaborative working relationship with SME Support team. • Provide subject matter expert advice and advocacy to support awareness and uptake of the different products provided by the unit. 	<ul style="list-style-type: none"> • Stakeholder feedback is proactively sought on performance and the achievement of outcomes • Collaborative and inclusive relationships are built and managed across internal and external teams • You are a trusted and reliable extended team member for agency stakeholders. • System functional leads and their experts work with you and trust you.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency • Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	CPM Programme Director	✓	✓		✓		✓
	Technical Operations Manager	✓	✓		✓		✓
	CPM Team	✓	✓		✓	✓	
	Managers within the Branch	✓	✓	✓	✓		
External	Central agencies	✓	✓	✓	✓		✓
	Other government departments	✓	✓	✓	✓		✓
	Vendor / suppliers	✓	✓		✓		

Your delegations	
Human Resources and financial delegations	Z
Direct reports	None

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Considerable Experienced Enterprise Software Specialist with experience and knowledge of maintaining an environment including but not limited to configuration sets, database and tenant management, templates and filters, reports and user management. • In-depth procedural client side JavaScript programming experience • Deep experience in large software installations such as SAP, Oracle in a business and system analytical and implementation role or roles. <p>Knowledge:</p> <ul style="list-style-type: none"> • In-depth JavaScript programming framework • understanding of the Common Process Model and back office practices. These are HR, Finance, Procurement, Asset Management as a minimum and how enterprise software (SAP, Oracle, TechOne) is used to enable those back office processes. • Deep knowledge of how software enables complex processes and procedures that impacts officials, citizens and budgets. • Able to quickly and easily research areas where knowledge gaps are identified.

Your success profile for this role	What you will bring specifically
	<p>Skills:</p> <ul style="list-style-type: none">• Strong influencing skills to work with and through agency stakeholders• Excellent communication skills to work with global suppliers• Strong analytical skills• Ability to work and navigate ambiguous circumstances• Ability to manage self in times of high pressure and crisis <p>Other requirements:</p> <ul style="list-style-type: none">• Broad and deep knowledge from experience in Architecture / Systems, such as SAP and Oracle Enterprise software. Advice and changes to the Common Process Model have wide ranging impact in all agencies that use it, into the future. The role must understand the impact of accurate, high quality advice and the ordered implementation into a software product.• Demonstrable experience in dealing with experts from functional lead agencies eg MBIE, Treasury, Public Service Commission and GCDO. Able to easily advise those experts to develop the Common Process Model for the NZ Government so that it supports system wide resilience, cost savings and effectiveness.• Demonstrable experience of working with agencies at adapting to serve them at the right level for them.