Technical Lead - Te Hāpai O

As the Technical Lead, you will be responsible for planning and managing the implementation and releases for the department's move to a Cloud ERP solution, the first stage is delivering finance modules. You will work collaboratively with your colleagues and vendors to ensure all technical requirements are planned for and addressed prior to go-live including security, architecture, and Support documentation are successfully planned, managed and released.

- **Reporting to**: Project Manager
- **Location:** Wellington

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

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Te Tari Taiwhenua
Internal Affairs

What you will do to contribute	As a result we will see
Lead and Deliver • Create an overall Cutover plan that supports the move to the new financial platform. • Develop, co-ordinate and promote Release Management control processes and activities across the project. • Schedule and plan all cutover activities • Drive the technical requirements within the SSDP to ensure completion prior to go-live. • Contribute to the Sustainment Strategy where there is a cross over with the SSDP. • Be the Process Owner of Change Management ensuring the process is followed completely and within time constraints • Ensure and champion adherence to good practice • Consider alternative and innovative methods for managing releases • Work closely with vendors and internal DIA teams to ensure effective, safe and efficient releases into production • Consider best tools for use proceeding to and during the cutover • Be accountable for the handover of all new services into production. Ensuring that the handover process is followed, and all documentation is complete and accurate. • Ensure that all technology is on vendor supported versions • Excellent verbal and written communication skills are essential. • Facilitate the production of detailed solution designs • Communicate technical risks and opportunities to non-technical audiences • Facilitate performance data management prior to and at go-live using a tool such as Splunk.	• All release activities are planned and managed appropriately to meet timeframes •
Delivery of Services • Maintain a holistic view of implementing changes to the finance applications and other streams that are being developed in parallel • Facilitate cutover meetings as required to build a picture of what is required and the cutover plan. • Responsible for scheduling and controlling the movement of Releases through the various test, pre-production and production environments.	• All technical and non-technical aspects of the release are considered and planned • Dependencies and environment contention is managed.

What you will do to contribute	As a result we will see
Stakeholder Management • 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 and timely	• Collaborative and inclusive relationships are built and managed across internal and external teams
Service Improvement • Identify appropriate improvement methods to smooth out the process to cutover. • Identify opportunities to improve the deployment experience	• Continuous work towards improvements in process
Health and safety (for self) • 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	• 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	TSS Leadership team	✓	✓		✓		✓
	Security and Risk team (IKS)		✓		✓		
	Operational Security Advisor		✓		✓		
	Project Managers	✓	✓		✓		
	Service Performance & Integration managers & team members	✓	✓	✓	✓		✓
External	Vendors	✓	✓	✓	✓		✓

Your delegations	
Direct reports	None

Your success profile for this role	What you will bring specifically
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 Valued Contributor. **Keys to Success:**	**Experience:** • Prior experience in coordinating release and implementation work to deliver. • Proven experience in managing an effective and coordinated release management.

Your success profile for this role	What you will bring specifically
- Customer Focus - Continuous improvement - Teamwork and peer relationships - Problem solving - Critical thinking - Interpersonal savvy - Navigating complexity - Communicating with influence - Technical and specialist learning	**Experience** - Experience in developing technical solutions - Proven experience in developing and maintaining effective relationships with key stakeholder - In leading others in the delivery of successful outcomes **Knowledge:** - A sound knowledge and awareness of emerging technologies and their practical applications in supporting business requirements - High level of knowledge in key software applications - Knowledge of best-practice service-based methodologies and processes (i.e. ITIL) **Skills:** - Effective communication skills – able to communicate complex technical information to the understanding of a layperson - Interpersonal skills e.g. negotiation and influencing skills, which can be applied at the most senior levels of the organisation or with external stakeholders. - Effective problem analysis and solving skills at a level to work through issues of considerable complexity and the judgement to select and apply/recommend appropriate decisions - Ability to interpret legislation and other technical information - Results-focused with the ability to manage workloads to meet set quality standards and timeframes - Proven ability to develop technical systems **Other requirements:** - A tertiary qualification, preferably in Information Technology or equivalent professional experience - Willing and able to work outside of normal working hours to facilitate and manage effective releases.