



Job description

Haere mai

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

Technical Specialist

Business Systems, Organisational Capability and Services

The purpose of the position is to assist in growing a DevOps culture across the Business Systems team. The role encompasses a mix of both BAU support and project work, and will require you to provide application management leadership, technical planning and support services for applicable DIA systems. You will Provide effective technical consultancy and product advice, along with 2nd and 3rd level problem resolution for the DIA application infrastructure within the agreed specialist technical area. Your role will also be as mentor and champion to the Business Systems team. Some after-hours work will be required.

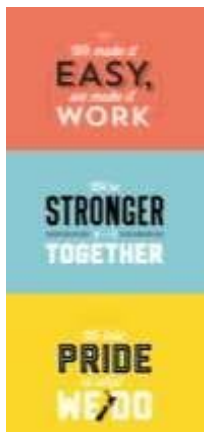
- **Reporting to:** Team Leader, Systems
- **Location:** Wellington
- **Salary range:** Information Technology Band I

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. Te Aka Taiwhenua is underpinned by our mātaḥono – 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 hapori, 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.



Te Tari Taiwhenua
Internal Affairs

What you will do to contribute	As a result we will see
<p>Consulting</p> <ul style="list-style-type: none"> To assist in growing a DevOps culture across development & support teams. To provide application management leadership, technical planning and support services for applicable DIA systems. Provide effective technical consultancy and product advice, along with 2nd and 3rd level problem resolution for the DIA application infrastructure within agreed specialist technical area. Contribute to design and delivery of technical projects. 	<ul style="list-style-type: none"> Team members have an understanding of DevOps concepts and are working towards a common goal. Currency with changing practices technologies, and knowledge. Proactive responses to problems, practical achievable improvements in process. An engagement and understanding of business process leading to robust, secure and appropriate delivery of solutions & support.
<p>Application Management</p> <ul style="list-style-type: none"> Ensure that Applications are kept fully operational and are optimised to provide acceptable performance levels within DIA service level agreements. Develop and maintain proactive monitoring as required. Manage the implementation and change to application components across all environments in the SDLC. Define, maintain and enforce effective procedures and standards for DIA's Application environments. Liaise and manage change with 3rd party vendors 	<ul style="list-style-type: none"> Service levels around incidents and problems are appropriately maintained. All stakeholders and 3rd party vendors engaged in project work and changes are appropriately informed. Application environment functioning as expected.
<p>Team Support and Development</p> <ul style="list-style-type: none"> Mentor team members on effective practices from Devops culture. Participate in peer review of own and others work. Provide coaching and support to the user services staff and team members regarding 2nd and 3rd level technical assistance. 	<ul style="list-style-type: none"> Growth in team capability around DevOps practice. Robust, quality work is being performed by the team. Team members are supported and mentored.
<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	Business Systems Management team	✓	✓	✓	✓		✓
	Service Performance & Integration Managers and staff	✓	✓	✓	✓		✓
	Key business technology representatives	✓	✓	✓	✓		✓
	Wider TSS Managers and staff	✓	✓	✓	✓		✓
External	Key Vendors and Suppliers		✓		✓		
	Other Government Departments	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	0

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"> • Proven continuous integration, automated deployment, DevOps experience. • Complex and highly integrated application management, including COTS and bespoke solutions. • Web Server application technology and management. • Delivery of highly available and secure application service solutions. • Knowledge of relational data structures and storage / retrieval methods. • MS SQL database understanding intersect with application services. • MS application/web services/.Net architecture. • Establishment and maintenance of a software delivery pipeline. <p>Knowledge:</p> <ul style="list-style-type: none"> • Excellent knowledge of Microsoft Windows server operating systems (2008-2016). • A sound knowledge and awareness of emerging technologies and their applicability to the Department.

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Knowledge of best-practice service based methodologies and processes (i.e. ITIL, SDLC) <p>Skills:</p> <ul style="list-style-type: none">• Active Directory / Windows Operating systems administration skills.• Virtualisation technologies.• Knowledge of networking technologies, load balance and fire wall infrastructures, data encryption and secure transfer of information.• Effective written and oral 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 decision.• Unix / Linux knowledge and administration skills an advantage but not vital. <p>Other requirements:</p> <ul style="list-style-type: none">• Ability to attain and maintain a Confidential Security Clearance.• A strong commitment to delivering exceptional service including providing after hours support as required.