

DAIRYNZ Position Description

Digital Operations Lead

Position

Position Title: Digital Operations Lead	Reports to: Head of Digital Technologies
Direct Report: 2	Career Level: People Leader & Specialist
Budget: N/A	Revenue: Nil
Management Position: Yes	Delegated Authority: \$10,000

Purpose of DairyNZ

DairyNZ works for New Zealand dairy farmers. Our purpose is to help create a better future for them. We do this through investing in research through to extension to help solve on-farm problems and create new opportunities. Outside of the farm gate we collaborate with a wide range of stakeholders to achieve common goals and help tell the great dairy story.

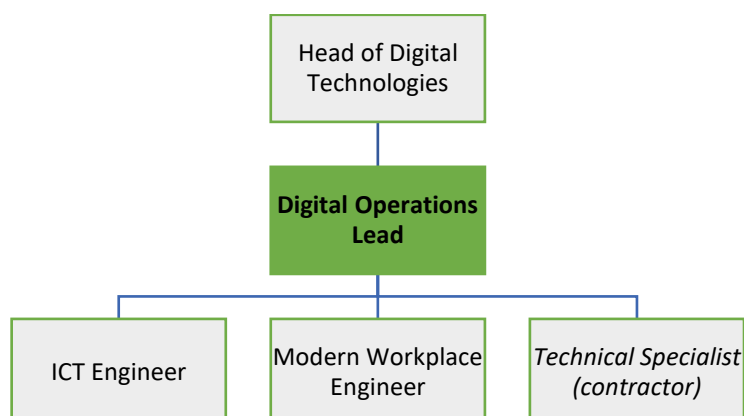
Our Vision: ***Delivering a better future, for farmers.***
This is what we strive for in everything we do and everything we say.

Purpose of the position

The Digital Operations Lead oversees a number of key functions within the Digital Technologies team that enables the delivery of a high-quality digital services to the wider DairyNZ business. The role will lead a team that designs, supports and maintains DairyNZ's ICT infrastructure including local and wide area networks, server and desktop environments, storage, multiple application and server platforms, backup systems and communication infrastructure.

The Digital Operations Lead is the primary technical contact for all ICT initiatives across DairyNZ. The position is a stakeholder facing role and requires that you establish and manage expectations within the business and drive the Digital team and external service providers to achieve those expectations to a high standard.

Team organisation chart



Key position deliverables

Key accountabilities of the role to be reflected in the Performance Agreement and Individual Performance Targets:

Key Performance Requirement:	Key Indicators:
People Leadership & Development	<ul style="list-style-type: none"> • Routinely communicate overall and team specific strategy and vision to team members to link activity to overall goals. • Develop, attract and retain the key capability required to enable effective delivery to targets. • Apply sound and consistent people management practices to the whole team. • Maintain a strong team culture that supports the development and performance of the team and of DairyNZ. • Monitor and manage the performance of direct reports to ensure delivery of programmes, projects and agreed industry targets. • Provide opportunity and motivate team direct reports and staff to develop capability. • Coach and guide staff in problem solving, manage barriers to delivery. • Provide mentoring support for other relevant DairyNZ staff.
Stakeholder Relationship Management	<ul style="list-style-type: none"> • Develop, maintain and manage strong and effective relationships within the Digital team, Corporate Services Team and wider business. • Establish and maintain links between DairyNZ and external providers, companies and other organisations as necessary. • Work collaboratively to provide input and implement the Digital Strategy. • Support your team to provide coaching to users on issues relating to system use and ICT processes / procedures while ensuring customer satisfaction targets are met.
Operations & Service Delivery	<ul style="list-style-type: none"> • Management and responsibility for Service Desk toolsets including ongoing improvements and enhancements. • Ownership of Incident Management, by ensuring incidents are managed and resolved within acceptable timeframes or SLAs, including unplanned outages. • Responsible for Problem Management and Change Management processes and practices. • Ensure that digital issues are effectively and efficiently managed. • Provide monthly service delivery performance reporting. • Identify and manage a continuous service delivery improvement plan in order to provide ongoing digital service improvements. • Create and document service delivery processes where necessary. • Responsible for incident management and creation of incident reports associated with unplanned outages of digital systems. • Regular assessment of digital service desk effectiveness across the business. • Contribute from a Digital services perspective to the business requirements for Business Continuity Planning.

	<ul style="list-style-type: none"> • Contribute to development and maintenance of service knowledge base articles for common incidents and requests. • Where necessary manages procurement activities for digital hardware and software within agreed budget and DFA levels. • Works with the Head of Digital Technologies to agree resource allocations and commitments of Digital Operations team members to project and change activities.
<p>Technical expertise</p>	<ul style="list-style-type: none"> • Consistent installation, configuration and documentation of server operating environments and networking systems. • Performance monitoring and optimisation of all server operating environments and networking systems. • Responsible for backup and recovery of data organisation wide and contribution of ICT elements to BCP (Business Continuity Plan.) • Technology research and contribution to strategic plans and technology roadmaps. • Ensure existing systems are optimised and kept current through regular patching and upgrades. • Cyber security controls are regularly reviewed and maintained in line with industry best practice and defence against emerging threats.
<p>Project input</p>	<ul style="list-style-type: none"> • Provides technical consultancy for ICT elements for internal projects • Liaise with external providers to ensure systems complement existing infrastructure • Implement introduction of new systems and upgrades.
<p>How We Work</p>	<ul style="list-style-type: none"> • Support and model DairyNZ values and principles: Respect, Curiosity, Courage and Credibility • Understand and adhere to company policies and guidelines • Actively support and contribute to DairyNZ organisational culture of one team • Actively support and encourage continuous improvement to drive our organisation forward • Strive to provide a safe and healthy workplace • Role model industry safe working practices • Actively promote DairyNZ Health, Safety & Wellbeing Policies and procedures • Support and encourage employee participation and consultation in all aspects of Health, Safety and Wellbeing management • Comply with legislative requirements and relevant standards.

Key relationships

Internal:	External:
Head of Digital Technologies	Digital and IT service providers and partners
General Managers and other Managers across DairyNZ	
Team Leads within Digital Technologies	
Digital Operations team members and the wider Digital Technologies team	
DairyNZ staff (system users)	

Qualifications and experience

Essential:	Preferred:
Tertiary qualification in Information and Communications Technology or similar.	Relevant Communications Technology and Microsoft Certifications.
A minimum of 5 years' experience in a similar or related role.	8 years+ experience in a similar or related role.
Team Leadership/Management experience.	Industry certification relevant to the role e.g. ITIL.
Experience in managing relationships across a range of roles.	Cisco certification.
Commitment to providing high quality and excellent customer service.	
Strong communication skills – written and verbal.	

Job specific & technical competencies

Category	Descriptor/Evidence
Comfort around Higher Management	Can deal comfortably with senior managers; can comfortably present to senior managers; Can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches likely to be seen as appropriate and positive.
Composure	Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
Workflow	Can structure business and technical processes into logical workflows that can be readily interpreted and followed by other team members and internal customers.
Technical Learning	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge – like internet technology; does well in technical courses and seminars.
Innovation	Is able to identify probable alternate solutions when existing plans fail, identifying and measuring impacts in a rational manner.
Communication	Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
Time Management	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on more important priorities; gets more done in less time than others; can attend to a broader range of activities.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Planning	Actively plans to deliver tasks and project activity to milestones/deadlines, anticipates and adjusts for problems and roadblocks
Learning on the Fly	Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenging of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything
I.T. Literacy	Capable of utilising all of MS Office suite to develop and deliver documentation and reporting of the required standard at a project contributor level.

Career level competencies – People Leader & Specialist

Competency	Descriptor/Evidence
DECISION QUALITY	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
DEVELOPING DIRECT REPORTS & OTHERS	Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; pushes people to accept developmental moves; will take on those who need help and further development; co-operates with the developmental system in the organisation; is a people builder.
DELEGATION	Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; lets direct reports and others finish their own work.
KEEPING OTHERS INFORMED	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information
PROBLEM SOLVING	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
INTELLECTUAL HORSEPOWER	Is bright and intelligent; deals with concepts and complexity comfortably; described as intellectually sharp, capable and agile.
INTERPERSONAL SAVVY	Relates well to all kinds of people – up, down and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
TIMELY DECISION MAKING	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision.