

DAIRYNZ Position Description

Modern Workplace Specialist

Position

Position Title: Modern Workplace Specialist

Direct Report: Nil

Budget: Nil

Management Position: No

Reports to: Digital Delivery Lead

Career Level: Specialist

Revenue: Nil

Delegated Authority: Nil

Purpose of DairyNZ

Our Purpose: ***Deliver a positive future for New Zealand dairy farming.***

Our Vision: ***To make the levy the best investment of every New Zealand dairy farmer.***

That's why we exist for farmers, working alongside them and others to leverage our collective strength and create purposeful change.

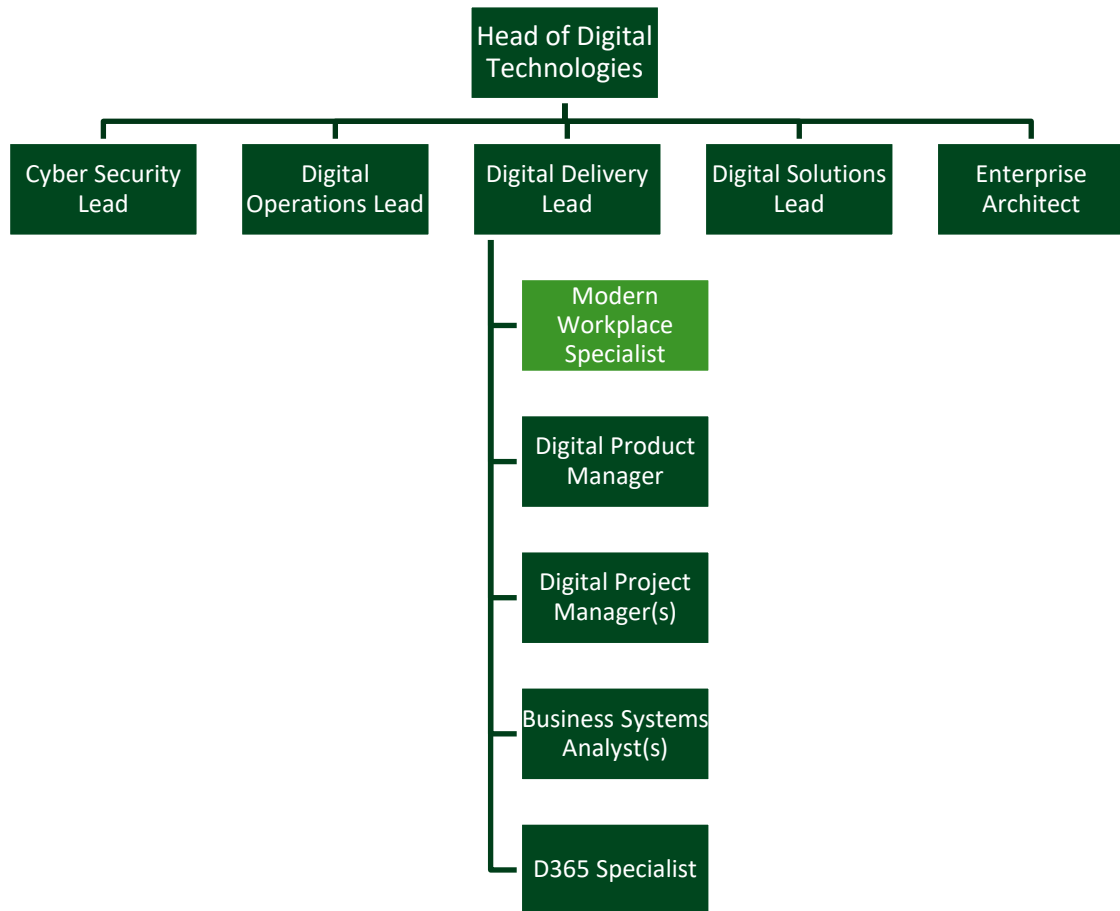
Purpose of the position

The Modern Workplace Specialist is DairyNZ's Tier 2 technical specialist for Microsoft 365 modern workplace tools, including SharePoint, Teams, OneDrive, Power Platform, Copilot, AI-enabled workplace technologies and assigned SaaS productivity platforms. The role helps the business resolve complex issues, improve ways of working, and get greater value from well-governed, supportable workplace technologies.

A key focus of the role is ensuring SharePoint sites and Microsoft 365 workspaces are set up, managed and improved in line with best practice, including appropriate permissions, ownership, information architecture, lifecycle management and content governance.

The role supports AI adoption across DairyNZ by helping staff use Copilot and approved AI tools safely and effectively, identifying practical use cases, and supporting the governance activities needed for trusted AI-enabled ways of working. The role is expected to develop and maintain sufficient working knowledge across assigned platforms, while escalating complex or specialist issues through appropriate internal or vendor channels.

Team organisation chart



Key position deliverables

Key deliverables of the role to be reflected in the Performance Agreement and Individual Performance Targets.

Key Performance Requirement:	Key Indicators:
Microsoft 365 Support and Problem Resolution	• Act as the support resource for Microsoft 365 modern workplace tools, including SharePoint, Teams, OneDrive, Power Platform, Copilot and related services. • Troubleshoot and resolve escalated issues from the service desk, business users and Digital team members. • Provide practical guidance so staff can use Microsoft 365 tools effectively, while maintaining clear boundaries that Digital enables and supports business users but does not perform business-owned tasks on their behalf. • Identify recurring support issues, root causes and training gaps, and recommend improvements to reduce repeat incidents. • Maintain knowledge base articles and support documentation for common Microsoft 365 issues and repeatable business scenarios. • Escalate technical issues to vendors or internal specialists where required, and coordinate resolution through to closure.
SharePoint and Collaboration Governance	• Design, configure and maintain SharePoint sites, Teams-connected sites and communication sites in line with DairyNZ standards and Microsoft best practice. • Maintain and improve standards, templates and guidance used when creating new Microsoft Teams and SharePoint workspaces. • Advise business units on appropriate site structures, ownership models, permissions, metadata, document libraries, navigation and lifecycle management. • Support the setup of new SharePoint and Teams workspaces, including ownership, naming, access, purpose and retention considerations. • Monitor and improve SharePoint site health, including ownerless sites, stale sites, broad access, unmanaged content and inconsistent structures. • Support Copilot usage by helping ensure SharePoint content is appropriately permissioned,

	findable, current and governed. • Provide reusable examples and guidance that help site owners manage their own workspaces effectively.
Business Advisory and Solution Design	• Partner with business stakeholders to understand requirements, challenges and ways of working. • Act as a trusted advisor on workplace technologies, helping staff identify the most appropriate tool, platform or approach to achieve business outcomes. • Recommend practical, supportable and sustainable solutions using approved workplace technologies and SaaS platforms. • Promote reuse of existing capabilities and platforms before recommending new applications, customisations or technology investments. • Provide lightweight solution design and implementation guidance, ensuring more complex initiatives are directed through the appropriate Digital delivery and prioritisation processes.
Business Process Automation	• Work with business users to understand repeatable processes and identify opportunities to automate or simplify work using Microsoft 365 tools. • Design, build and support low-code automation using Power Automate, SharePoint Lists, Forms, Teams and Power Apps where appropriate. • Ensure automations are documented, supportable, secure and aligned with Digital operational processes. • Improve user experience, productivity and process quality through practical, supportable automation opportunities. • Support testing, deployment, monitoring and handover of automations into BAU. • Maintain awareness of Power Platform governance requirements, including ownership, connectors, permissions, environments and supportability.
Copilot and AI Enablement	• Proactively support the adoption of Microsoft 365 Copilot and approved AI tools across DairyNZ. • Provide practical guidance, training and support to help staff use Copilot safely, effectively and in line with DairyNZ policies.

	• Help identify, assess and prioritise business use cases where Copilot, agents or Microsoft 365 capabilities could improve productivity, quality or consistency. • Support Copilot readiness activities, including content hygiene, SharePoint permissions, source-of-truth guidance and user education. • Contribute to AI governance, adoption reporting, training content and support models as required. • Keep up to date with changes in Microsoft 365 Copilot and AI capability, translating relevant changes into practical guidance for DairyNZ users.
SaaS Application Support and Vendor Coordination	• Learn and support assigned SaaS applications as required, developing sufficient knowledge to assist business users, diagnose issues and coordinate vendor support. • Work with application owners and vendors to resolve incidents, clarify requirements, test changes and support BAU improvements. • Maintain application support documentation, known issue registers and escalation pathways for assigned SaaS applications. • Assist with upgrades, configuration changes, testing, and transition to BAU for SaaS applications. • Identify opportunities to improve application usage, support processes and vendor engagement.
Coaching, Adoption and Knowledge Sharing	• Identify and deliver coaching, drop-in sessions, guidance and communications that improve staff confidence with Microsoft 365 tools, SharePoint, Teams, Copilot and approved SaaS applications. • Build digital confidence by showing users how to complete common tasks themselves using supported tools and guidance. • Create simple, user-friendly guides and knowledge articles that help staff self-serve common tasks. • Support business owners and champions to improve adoption and correct use of digital tools. • Promote good digital working practices, including collaboration, document management, information security and responsible AI use.

How We Work	• Support and role model DairyNZ values and principles: Connected, 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 • Take appropriate action to ensure correction of any condition or practice, which may cause harm to yourself, others or the environment. • 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 standard.
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Key relationships

Internal	External
Head of Digital Technologies	Digital and IT service providers and partners
Digital Delivery Lead	Software/application vendors
Digital Technologies team members	
DairyNZ Staff (system users)	
Business application owners	

Qualifications and experience

Essential	Preferred
Minimum 3 years' experience in a Microsoft 365, SharePoint, IT application support, digital workplace or related role.	Microsoft certifications such as Microsoft 365 Fundamentals, Power Platform Fundamentals, SharePoint Administrator, Teams Administrator, Power Platform App Maker or equivalent.
Experience supporting Microsoft 365, SharePoint, Teams, OneDrive, Power Platform, Copilot, AI-enabled tools or low-code solutions, with the ability to learn and apply emerging Microsoft technologies.	Experience creating or supporting Copilot Studio agents, Microsoft 365 Copilot adoption, AI enablement or digital workplace change initiatives.
Strong working knowledge of SharePoint	Experience with Power Apps, Logic Apps,

Online, Teams, OneDrive and Microsoft 365 administration concepts, including Microsoft 365 groups, Entra ID security groups, permissions management and collaboration governance.	PowerShell, Purview or SharePoint Advanced Management.
Experience providing Tier 2 technical support, troubleshooting user issues and managing escalations.	ITIL Foundation or equivalent service management experience.
Experience configuring SharePoint sites, document libraries, permissions, navigation, metadata and pages.	Experience working with SaaS vendors, managing escalations and supporting application lifecycle activities.
Experience using Power Automate and other Microsoft 365 tools to improve or automate business processes.	Experience with information architecture, content governance, records management or intranet / knowledge management environments.
Practical understanding of Microsoft 365 security, permissions, access management and information governance.	
Strong communication skills, with the ability to explain technical concepts clearly to non-technical users.	
Experience creating support documentation, user guidance and training material.	
Commitment to providing high-quality internal customer service.	

Job specific & technical competencies

Category	Descriptor/Evidence
Microsoft 365 technical capability	Applies strong working knowledge of Microsoft 365 modern workplace tools to configure, troubleshoot and improve SharePoint, Teams, OneDrive, Power Platform and related services.
Service management and support discipline	Manages incidents, requests and escalations in a structured way, documents outcomes, identifies recurring issues and follows agreed support, governance and vendor management processes.
Business analysis and advisory	Understands business problems, asks effective questions, explains technical concepts clearly and recommends practical, supportable solutions that align with business outcomes.
Information governance	Understands the importance of permissions, ownership, lifecycle management, content quality and information security in maintaining effective, trusted collaboration and AI-ready workspaces.
User enablement and adoption	Creates clear guidance, training and communications that help users build confidence, self-serve common tasks and adopt supported tools in the right way.

Continuous improvement and automation	Looks for opportunities to simplify work, reduce repeat issues, improve user experience and use automation or AI-enabled capabilities where they are practical, secure and supportable.
Technical learning and adaptability	Learns new Microsoft 365, SaaS and AI-enabled capabilities quickly and translates relevant changes into practical guidance, support practices and business improvement opportunities.

Career level competencies – Specialist

Competency	Descriptor/Evidence
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.