DAIRYNZ Position Description
Digital Solutions Lead

Position

Position Title: Digital Solutions Lead
Direct Report: 5
Budget:

Management Position: Yes

Reports to: Head of Digital Technologies
Career Level: People Leader
Revenue:

Delegated Authority:

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 Digital Solutions Lead oversees a range of key functions within the Digital Technologies team to enable the delivery of high-quality solutions, information products, AI capabilities and data services across DairyNZ. This role ensures that DairyNZ's digital solutions, including data platforms, integration frameworks, analytics systems, developed software solutions, and engineering practices are well designed, well governed, and fully leveraged for insights, innovation, and decision support.

As a key leadership role within Digital Technologies, the Digital Solutions Lead partners with stakeholders across DairyNZ and partners to understand needs and set clear expectations, ensuring internal teams and external partners deliver high-quality, well-governed digital solutions while championing best-practice engineering disciplines across data, software, AI and content management throughout DairyNZ.

Team organisation chart
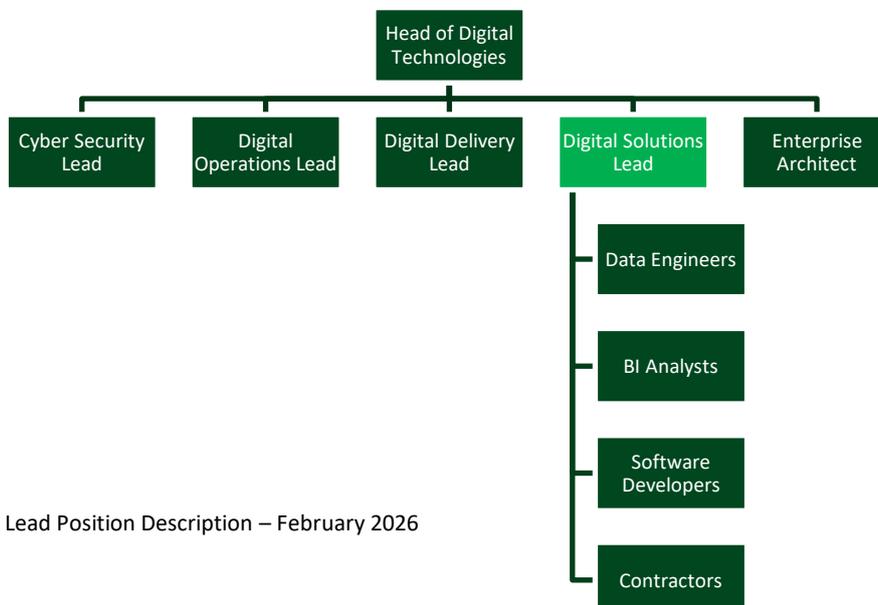
Key position deliverables

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

Key Performance Requirement:	Key Indicators:
People Leadership & Development	• Communicate the team's strategy, priorities, and vision to ensure alignment with organisational goals. • Develop, attract, and retain the resource capability required to meet delivery expectations. • Apply sound and consistent people leadership and management practices across the team. • Foster a strong team culture that supports performance, innovation, and the values of DairyNZ. • Monitor and manage performance to ensure delivery of programmes, projects, and targets in addition to supporting the solutions developed. • Create opportunities for capability development and motivate team members to grow. • Coach and support staff to overcome barriers and solve challenges. • Provide mentoring to broader DairyNZ staff where appropriate. • Partner with business stakeholders to understand digital needs and prioritise demand according to team capacity. • Maintain a safe, healthy, and innovative working environment.
Stakeholder Relationship Management	• Build and maintain strong, collaborative relationships across all of DairyNZ. • Establish and maintain links with external partners, vendors, and organisations as needed. • Work collaboratively to contribute to and implement the Digital Strategy.

Data, AI, Software Development, and Platform Delivery	• Participate in the development of the digital roadmap to guide platform architecture, data governance, integration standards, and technology maturity. • Lead development and ongoing optimisation of DairyNZ's digital platforms, including data warehouses, cloud services, APIs, software solutions, AI solutions, and data analytics environments. • Champion an environment that fosters exploration and innovation using Artificial Intelligence (AI) to enhance user experiences and create efficiencies in the way staff work. • Oversee migration and modernisation initiatives, ensuring legacy systems and data sets are transitioned to modern, scalable, and secure technologies. • Partner with system stakeholders to establish, enhance, and maintain digital solutions, reports, and the provision of data services. • Work with external partners to support the delivery of digital projects and enhancements. • Ensure that technical designs, code, documentation, and test plans are reviewed to guarantee quality and adherence to the software development lifecycle. • Test systems, identify issues, and drive resolution or improvement initiatives.
Technical Delivery	• Lead the delivery of digital solutions and engineering best practice across software development, integration, automation, reporting, and platform services. • Implement AI solutions to meet business needs and exploit opportunities where AI can provide benefits to staff and/or farmers. • Develop and implement data extraction/load routines, BI reports, and digital workflows. • Create, maintain, and improve documentation for systems, processes, and engineering practices. • Maintain external networks for technical collaboration and knowledge exchange. • Actively engage across DairyNZ to support cross team collaboration.
Project Delivery	• Assess and allocate resources to projects when projects are prioritised and scheduled. • Complete project tasks within agreed timeframes, quality standards, and budgets. • Complete service requests within agreed timeframes, quality standards, and budgets • Review and evaluate projects to ensure outcomes are achieved and improvements identified.

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

Key relationships

Internal	External
Head of Digital Technologies	Digital and IT service providers/vendors
General Managers and Managers across DairyNZ	Development, integration and engineering partners/contractors
Team Leads within Digital Technologies and staff across the wider Digital Technologies Team	
NZAEL, DairyBase, and Science & Research Teams	
Database and system stakeholders, including Product Owners and Product Stewards, across DairyNZ	
Finance, HR, PPO and other support services	

Qualifications and experience

Essential	Preferred
Tertiary qualification in Information and Communications Technology, Engineering, Computer Science, or related area.	5+ years' experience in a related technical leadership role.
5+ years' experience in a Team leadership and/or people management role.	Microsoft certifications or similar (Azure, Power Platform, SQL, etc.).
5+ years' experience in software and AI engineering, integration, platform development, data, or digital systems roles.	Experience with MS BizTalk, Dynamics CRM, FinOps, HRIS and AI tools such as Claud and Microsoft Copilot offerings.

Experience with modern engineering practices (e.g., CI/CD pipelines, cloud technologies, API development, automation).	Experience with data platforms, engineering frameworks, and analytics environments (e.g., SQL, Power BI, Snowflake, Purview).
Experience managing complex digital systems or platforms.	Experience working within data rich or highly integrated technical environments.
Strong stakeholder management experience.	
Strong communication skills.	
Commitment to high quality service delivery.	

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.

Analytical	Is an analytical thinker. Is able to effectively and accurately analyse and interpret information.

Career level competencies – People Leader

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 AND 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