Technology Analyst Position Description

Business Unit	Corporate
Location	Wellington
Type	Permanent fulltime
Last Updated	January 2025

Ko wai mātou | About us

The Water Services Authority–Taumata Arowai is the water services regulator for Aotearoa New Zealand. We are committed to ensuring all communities have access to safe and reliable drinking water every day. We also have an oversight role in relation to the environmental performance of public drinking water, wastewater, and stormwater networks.

Mō tēnei tūranga mahi | About this role

Position Purpose

The Technology Analyst will provide hands-on support as part of the Technology Services Team in the end-to-end delivery of Corporate and Enterprise IT services, as well as subject matter expertise across architecture, design, analysis and security within a technology context for Taumata Arowai.

The purpose of the Technology Services Team is to work alongside our technology partners, delivering exceptional technology solutions to the organisation.

Reports to	Team Leader ICT Operations	
Staff	Nil	
Key Relationships	**Internal** • Manager Technology Services & broader Technology Services team • Managers and staff across the organisation	**External** • Technology service providers • Vendors

Key Accountabilities

It is likely that the scope and functions of positions within Taumata Arowai will evolve over time.

Technology Delivery

- Be familiar and adept across Azure and M365 (and ideally Dynamics 365 and Power Platforms), taking the initiative to learn and grow your skills
- Provide support for All of Government (AOG) IT procurement processes
- Be aware of IT service management policies and practices to be able to provide timely support where required
- Support the delivery of Taumata Arowai Technology work programme
- Translate technology terms and processes to the wider organisation as the need arises
- Support the Technology Team in transformational organisation wide projects
- Lead or support technology delivery projects as directed by the Manager Technology Services and/or the Team Leader ICT Operations

Relationship Management

- Support the management of relationships with external technology vendors and suppliers
- Help to build collaborative and constructive relationships across the organisation to enhance ways of working and facilitate service delivery
- Build capability and confidence in te ao Māori, including giving effect to Te Mana o te Wai and upholding Te Tiriti o Waitangi
- Build rapport and trust with users across Taumata Arowai

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
- Comply with all relevant Health, Safety and Wellbeing policies

Ko koe tēnei | About you

Qualifications

- Relevant tertiary qualification or equivalent experience

Experience

- 2 – 3 years' experience supporting technology for a similar sized organisation
- Experience on a customer-facing IT support role
- Proven experience across Azure and M365 (essential)
- Experience with Dynamics 365 and Power Platforms (desirable)
- Experience supporting the delivery of transformational organisation wide projects
- Experience with leading or supporting technology delivery projects

Knowledge

- Knowledge of IT service management policies and practices
- Strong understanding of corporate and enterprise systems
- Understanding of how to apply a broad range of technology skills within a fast-paced environment.
- Exposure to All of Government (AOG) IT procurement processes (desirable)

Skills and Attributes

- Exceptional ability to connect with customers and identify their requirements.
- Demonstrated commitment to the principles of Te Tiriti o Waitangi and developing own capability in te ao Māori
- Strong analytical and problem-solving ability
- Possesses a wide-ranging technology skillset – a true generalist.
- Ability to quickly build rapport and trust with a wide range of users throughout the organisation
- Takes a customer-centric approach to their work
- Can discuss technology and translate technological terms with people that have a range of technical ability
- Able to adapt to changing requirements and pressure situations
- Able to learn as you go
- Takes a security and risk conscious approach