ENTERPRISE SYSTEMS ENGINEER - CLOUD

NEW ZEALAND TRADE & ENTERPRISE
Te Taurapa Tūhono

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Cloud Infrastructure Manager	New Zealand	Nil	Digital & Data

"Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand"

"Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga"

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

This role is about getting things done. About keeping the operational lights on in our mission critical environments, as well as keeping up to speed and ahead of the curve on new and emerging technologies. A key focus is on the application of emerging / changing technologies within the environment and how they would benefit NZTE. Bring your passion, enthusiasm and forward thinking to the role.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to…

- Help manage NZTE's cloud infrastructure environment using cross-technology administration (OS, databases, virtual networks), scripting, and monitoring automations.
- Maintain development, staging and production environments to support NZTE's Azure cloud-based architecture.
- Support Azure environments to ensure uptime, performance, and SLAs.
- Contribute to architecture standards and guidelines, ensuring best practices are included in cloud future state architectures and roadmaps.
- Implementation, configuration, management, and maintenance of infrastructure change(s) and new cloud-based technologies.
- Staying informed of new and emerging technologies and industry trends to ensure that the Digital team is kept briefed on these developments.
- Be comfortable completing and maintaining roadmaps for current and future technologies.
- Be a technical Subject Matter Expert (SME) in your field and complete technical documentation.
- Identify, diagnose, and resolve technical operational issues related to NZTE's cloud infrastructure environment.
- Resolve any incidents that arise in the environment and support incidents and requests relating to cloud applications, computer, security, network, storage, and automation.
- Minimise service outages by identifying infrastructure weaknesses and designing and implementing appropriate solutions.
- Be comfortable implementing and maintaining WAF solutions in the cloud.
- Provide afterhours support on a rostered On-Call basis.
- Work with cross-functional teams including developer and application teams, engineers, and other business leads to review the infrastructure designs/needs for new projects and deliveries.
- Work with external service providers to resolve escalated technical issues.

- Continuously evaluate and plan requirements and needs of NZTE and its customers and match that to new and evolving technologies.
- As a problem solver, you eliminate conflicts, assist your team in developing appropriate solution strategies, and keep an eye on potential future tensions.
- You represent the team interests towards relevant stakeholders and work out improvement for areas of tension within the work program.
- Establish collaborative and effective relationships across NZTE, ensuring advice around continuous improvement opportunities is sound, well thought through and contributes to the success of NZTE.
- Work with vendors to make enhancements, resolve issues and manage scheduled changes and ensure commitments, SLAs and schedules are adhered to as a part of documented agreements

Success in this role means:

- A genuine commitment to providing a quality service to all customers, and keen sense of purpose and direction.
- That there are unbounded possibilities of what NZTE can achieve in digital delivery to customers.
- Quick execution against agreed work plans
- To move very fast and be flexible with ground-breaking / leading edge products that require frequent amendments to thinking / processes and implementations

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- Passion, enthusiasm, and the ability to influence others to achieve outcomes - You are curious and passionate about new and emerging technologies and the ability to successfully solve complex technical problems in a collaborative environment. We are a tight knit team; you need will need to be an exemplary team member and team player.
- Excellent interpersonal, oral, and written communication skills and the capacity to establish and maintain effective working relationships at all levels. You are an impactful team member and Subject matter expert.
- An outstanding communicator – with the ability to present information and recommendations to peers, leaders, and other decisions makers.
- Genuinely committed to providing a quality service to all customers, with a keen sense of purpose and direction.
- Proven in business improvement and operational skills, with a continuous improvement mindset which can be distilled into pragmatic technical solutions.
- Extra: Experience working in a corporate IT environment and managing projects (within a project team) and in a disbursed global environment.

Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
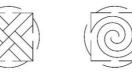
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.

AMBITION Drives us **ADVENTURE** Teaches us **HONESTY** Frees us **TRUST** Binds us **MANAAKI** Is us

How we lead at Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.

LIVE THE PURPOSE

ENHANCE MAURI TO DELIVER IMPACT

ENHANCE MAURI

We know ourselves and others.

We nurture diversity, inclusion and belonging.

We generate energy.

DELIVER IMPACT

We build high performing teams.

We anticipate and own change.

We create clarity.

MODEL THE CHARACTERS