

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 enabling digital initiatives through stable and predictable change in a modern cloud environment. With a focus for our Microsoft Azure and M365 spaces, this role identifies and applies relevant emerging technologies to do so for the benefit of 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...

- Proactively manage NZTE's cloud environment through use of cross-technology administration, scripting (Azure CLI, Powershell), and monitoring automations.
- Maintain development, staging and production environments to support NZTE's Azure cloud architecture.
- Support the Azure environment to ensure uptime, performance, and SLAs.
- Contribute to architecture standards, policies and guidelines.
- Provide technical input to ensure best technology and security practices are included and advocated for in cloud future state projects and roadmaps.
- Implement, configure, manage, and maintain infrastructure change(s) and new cloud-based technologies.
- Stay informed of new and emerging technologies and industry trends to ensure that your immediate team and stakeholders are kept briefed on these developments.
- Be comfortable contributing to and maintaining roadmaps for current and future M365 and Azure 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 and beyond.
- 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.
- Contribute to evaluating future infrastructure requirements to service the needs of NZTE and its customers, matching that to new and evolving technologies.
- Eliminate conflicts, assist your team in developing appropriate solution strategies, and highlight potential future technical blockers.
- Support stakeholder engagement and represent relevant technical perspectives when required.
- Establish collaborative and effective relationships across NZTE, ensuring advice around continuous improvement opportunities is sound, aligned with team strategy 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 technical service to all customers, and keen sense of purpose and direction for our cloud environment is provided to stakeholders.
- That there are unbounded possibilities of what NZTE can achieve in digital delivery to customers.
- Quick, predictable, secure and stable execution against agreed work plans and in response to operational incidents.
- To own change, move fast, and be flexible with ground-breaking / leading edge cloud products and services.
- Constructively challenging assumptions, and frequently amending thinking around systems engineering process and implementation.
- Stability and predictability of our M365 and Azure ecosystems are enhanced by your presence.

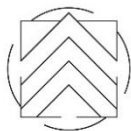
WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- Passion, enthusiasm, and the ability to effectively communicate technical concepts to 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 technical Subject matter expert.
- An outstanding communicator – with the ability to present information and recommendations to peers, leaders, and other decisions makers.
- Proven ability operating effectively in the intersect of business improvement and digital operations.
- A consistently present, pragmatic, continuous improvement mindset which can be distilled into effective technical solutions for our cloud environment.
- Extra: Experience working in a corporate IT environment and managing projects (within a project team) and in a disbursed global environment.

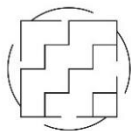
Our characters | Ō mātou uara

- **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.

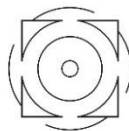
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



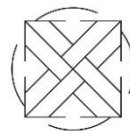
AMBITION
Drives us



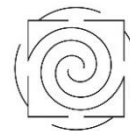
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | 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".