

WORKFLOW AUTOMATION DEVELOPER

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Delivery Manager – Internal Systems	Wellington/Auckland	N/A	Digital and 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 helps NZTE improve the way our people work by designing, supporting and continuously improving workflow and automation platforms such as ServiceNow, Power Automate as well as others.

This role works closely with business teams, vendors and digital specialists to streamline processes, improve user experiences, and deliver practical technology solutions that enhance organisational effectiveness and efficiency

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

The most important work of this role is to...

System Development and Management

- Provide specialist technical expertise across ServiceNow, grants platforms and related workflow technologies.
- Configure and maintain workflow platforms to meet agreed business requirements.
- Support system upgrades, enhancements, testing and ongoing maintenance activities.
- Ensure platform capability aligns with current and emerging business needs.
- Identify and support opportunities to improve efficiency through workflow automation and emerging technologies, including AI-enabled capabilities where appropriate.
- Support integration and connectivity between systems.
- Translate business requirements into practical technical solutions and implementation plans.
- Contribute to quality assurance through peer reviews of specifications, documentation and implementation activities.
- Ensure security considerations are incorporated throughout design, configuration and change activities.

Customer Engagement

- Partner closely with business teams to understand needs and identify continuous improvement opportunities.

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- Provide support for platform users, including incident management and issue resolution.
- Facilitate knowledge transfer and capability uplift for business users and Digital and Data colleagues.

Vendor Management

- Work with vendors to make enhancements, resolve issues and manage scheduled changes.
- Ensure commitments, SLAs and schedules are adhered to as a part of documented agreements. Change Management

Data and Continuous Improvement

- Support improvements in data quality and integrity across supported platforms.
- Maintain awareness of workflow, automation and digital trends that may benefit NZTE.
- Contribute recommendations that improve user experience, system efficiency and process effectiveness.

Relationship Management

- 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.

Success in this role means:

- Workflow platforms are stable, secure and well supported.
- Improvements are delivered that simplify processes and enhance the user experience.
- Stakeholders receive practical and timely technical advice.
- System changes are implemented safely and effectively.
- Opportunities for automation and workflow improvement are identified and progressed.
- Platform capabilities continue to evolve in line with business needs.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGĀ?

- Proven business analysis, requirements gathering and/or project delivery skills, with a continuous improvement mindset and the ability to translate business needs into practical technical solutions.
- Experience configuring, supporting and improving workflow and automation platforms, ideally including ServiceNow and related workflow technologies.
- Strong stakeholder engagement and communication skills, with the ability to present information, recommendations and technical concepts to a range of audiences.
- Ability to identify opportunities to improve processes, user experience and operational efficiency through workflow, automation and emerging technology capabilities.

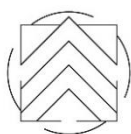
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- A collaborative approach, with the ability to build effective relationships across business and technical teams, vendors and delivery partners.
- Commitment to delivering quality customer outcomes and providing responsive support to system users.
- Understanding of security, data quality and risk considerations within technology and change environments.
- Awareness of industry trends, emerging technologies and evolving approaches to workflow automation and digital service delivery.
- Familiarity with platform integrations, cloud-based technologies and related SaaS/PaaS solutions would be advantageous.
- We would also expect you to obtain the following ServiceNow certifications within the first 12 months of employment, if not already held:
 - ServiceNow Certified System Administrator (CSA)
 - ServiceNow Certified Application Developer (CAD)

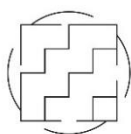
Our characters | Ō mātou uara

- **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.

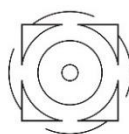
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



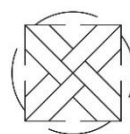
AMBITION
Drives us



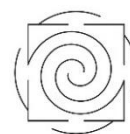
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

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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"*.

