

DYNAMICS ANALYST, KAITĀTĀRI ĀHUATANGA



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Digital Delivery Manager Pou Whakahaere Whakarawe Matihiko	Wellington / Auckland	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?

Te Taurapa Tūhono | New Zealand Trade and Enterprise is the New Zealand government's international business development agency. To deliver on our purpose of supporting exporters we rely extensively on the Microsoft Dynamics Platform to store, organize, and report on customer information, that in turn drives decision-making and funding opportunities.

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

In this role, you will be the first point of contact for support queries relating to our Microsoft Dynamics Platform, delivering Level 1 and 2 Helpdesk support, and ensuring all customer interactions are resolved efficiently and empathetically.

This role provides key support to our agile development squads to ensure our customer-facing teams have a seamless experience with the Microsoft Dynamics Platform.

This role is an excellent opportunity for those early in their Dynamics career with an IT support background. Working with the Dynamics Platform Lead as well as Digital Analysts, and seasoned Functional and Technical Consultants, you can learn about feature customization, configuration and development, release life cycles as well as workflows and more.

Core responsibilities:

- Provide and own Level 1 and Level 2 technical support, issue and incident resolution for our Microsoft Dynamics Platform and bespoke customer portal myNZTE in a timely manner.
- Identify trends in technical support issues and recommend solutions to gain efficiencies in tackling incidents.
- Work alongside the Digital Delivery Manager and Digital Analysts to understand and translate stakeholder and end-user needs into requirements and acceptance criteria for development.
- Support the development of our Microsoft Dynamics platform to align with our customer enabling systems – myNZTE, the NZTE website, marketing automation and events as well as internal usability.
- Support the connectivity and integration between systems and applications in the Microsoft Dynamics ecosystem.
- Support the team with undertaking functional, integration and user acceptance testing.

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- Support with compiling monthly product health metrics and execution of customer facing surveys
- Maintain up-to-date documentation on relevant systems and processes.

Development opportunities

- Understanding functional design and capability planning that reflect the needs of the business, now and in the future, in line with digital design goals and principles.
- Supporting the team with designing technical process diagrams and artefacts for use by stakeholders and development teams.
- Supporting data quality improvements and delivering meaningful impact via reporting.
- Designing integration between systems and applications within the Dynamics ecosystem.
- Designing functional, integration and user acceptance testing.

Success in this role means:

- Customer-facing staff have a seamless experience with the Microsoft Dynamics platform & myNZTE.
- Microsoft Dynamics-related technical issues are owned and resolved in a timely manner, meeting our SLAs.
- Our Microsoft Dynamics platform contains relevant, clean and reliable information and contributes to the growth of our export customers for the good of New Zealand.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

Our ideal candidate will

- Demonstrate high levels of troubleshooting and problem-solving skills through experience in a relevant IT Support role.
- Be an outstanding communicator with the ability to present information and recommendations to peers, leaders and decisions makers.
- Be committed to providing a quality service to all customers, with a keen sense of purpose and direction.
- Be self-motivated and able to work independently, as well as collaboratively in a team setting.

Technical skills

- Good understanding of CRM Dynamics best practices and data management principles
- Ideally 1-2 years' experience with the Microsoft Dynamics platform (we use Sales, Service, Marketing and Customer Insights)
- Relevant Microsoft Dynamics qualifications are a plus

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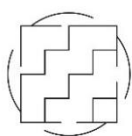
Our characters | Ō mātou uara

- **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.

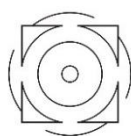
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



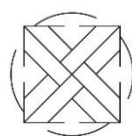
AMBITION
Drives us



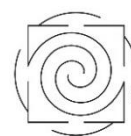
ADVENTURE
Teaches us



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"*.



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.