

# Senior Systems Engineer | Kaipūkaha Pūnaha Matua

## Working in the Public Service | Nga mahi o te tari kāwanatanga

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa ināianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i Te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## About Stats NZ | Mō Tatauranga Aotearoa

As New Zealand's national statistics office, Stats NZ Tatauranga Aotearoa is uniquely positioned to support the decisions that the Government, Māori and Iwi organisations, businesses, NGOs, and New Zealanders make every day. Our structure, culture, and systems are designed with collaboration and customers in mind – mobilised and working together to realise our ambition: **About Aotearoa, for Aotearoa – data that improves lives today and for generations to come.**

The increased availability of data brings data-driven innovation. Insights obtained from exploring data can lead to new and creative approaches in business, public services, and customer experience – ultimately improving the wellbeing of New Zealanders. Stats NZ Tatauranga Aotearoa, as data stewards and leaders of the data eco-system proactively protect and enhance the provision of good quality data to realise the value of data.

Stats NZ Tatauranga Aotearoa is led by the Chief Executive who is also the Government Statistician and Government Chief Data Steward.

## Te Tiriti o Waitangi

As an employee of Tatauranga Aotearoa Stats NZ and as a public servant, you are expected to recognise and respect the Crown's responsibility to give effect to Te Tiriti o Waitangi and the Treaty of Waitangi – incorporating it into your work and becoming an informed and confident te Tiriti partner. By embracing and uplifting te reo Māori, tikanga and te ao Māori at work you are contributing to the Crown's commitment under the Public Service Act 2020 to engage with Māori and support the Māori-Crown relationship.



## Role Purpose | Mō te tūnga

Your broad role as a Senior Systems Engineer will be to:

- Monitor, manage, and maintain installed systems, databases and infrastructure to ensure the achievement of the availability and performance requirements.
- Install, configure and test systems, databases and infrastructure including management toolsets.
- Monitor solution performance against organisational need to identify trends or improvement opportunities, identifying solutions, and working with your team to implement.
- Mentor others in the team and branch to enable them to take a lead role on small or medium complex solutions.
- Provide technical advice and leadership in the management of organisation risk by implementing best practices for system security, business continuity and disaster recovery.
- Provide operational support and ongoing business optimisation, such as costs and capacity planning of solutions already in production.
- Perform routine systems, databases and software audits, identifying risk and opportunities.

Requirements in your role may change with the needs of the organisation.

Key Outcomes	Accountabilities
All Solutions have the required level of analysis and design created to ensure the solution meets objectives	<ul style="list-style-type: none"><li>• Leading and participating in the design and development activities for solutions.</li><li>• Translate user needs into technical specifications, translating logical designs into physical designs taking account of target environment, performance requirements and existing systems.</li><li>• Analyse the nature of the processing requirements, examine alternative solutions, and recommend solutions/options.</li><li>• Produce detailed designs and documents using required standards, methods and tools, including prototyping tools where appropriate.</li><li>• Lead or contribute to the development of roadmaps.</li></ul>
Solutions are installed, configured, documented, and tested using standard procedures	<ul style="list-style-type: none"><li>• Produce agreed solution outputs to the required standard across the full technology stack.</li><li>• Ensure solution delivery meets business and stakeholder needs and specifications.</li><li>• Ensure that the solution is well structured and documented so that it can be readily maintained by others.</li><li>• Prepare test plans thoroughly, test and debug each solution.</li><li>• Create, maintain, and optimise build pipelines and follow change control procedures.</li><li>• Prepare technical documentation and assist in the preparation of user operating instructions.</li><li>• Plan and execute system configuration and installation.</li></ul>

	<ul style="list-style-type: none"> <li>Administer the recording of activities, logging of results and document technical activity undertaken.</li> </ul>
All systems within your sphere of influence are supported and optimised	<ul style="list-style-type: none"> <li>Maintain solutions to the agreed specifications, on time, within the agreed resource budget, within service level agreements and quality levels.</li> <li>Ensure the documentation, test plans and test data for solutions are updated accordingly.</li> <li>Minimise the adverse impact of solution defects on our clients' business.</li> <li>Provide support and usage advice to users.</li> <li>Identify and resolve issues with solutions, following agreed service management procedures.</li> <li>Carry out agreed solution maintenance tasks.</li> </ul>
Team or guild members skills are improved through mentoring, coaching, and peer review	<ul style="list-style-type: none"> <li>Mentor others in the team to enable them to take a lead role on small or medium complexity solutions.</li> <li>Peer review others work and coach them to improve performance.</li> </ul>
Contribute to the improvement of team processes and performance	<ul style="list-style-type: none"> <li>Work within, identify, improve, promote, document, and implement team processes.</li> <li>Ensure that the solutions adhere to the team's standards.</li> <li>Follow relevant quality assurance procedures so that software can be quality assured.</li> <li>Ensure that work is peer reviewed.</li> <li>Maintain quality of outputs and systems and contribute to their continuous improvement.</li> <li>Proactively work with other team members as needed to resolve issues and meet project goals and business outcomes.</li> </ul>
Regular organisational security monitoring and reporting is undertaken	<ul style="list-style-type: none"> <li>Contribute to the development of the information security plan.</li> <li>Assess technical risks and provide appropriate mitigations aligned to technology and business strategies.</li> <li>Configure and make use of appropriate security monitoring tools.</li> <li>Maintain solutions to ensure they remain within an agreed risk profile.</li> <li>Take part, or where appropriate, lead responses to security incidents.</li> </ul>
Technical knowledge and your understanding of business drivers is continually expanded	<ul style="list-style-type: none"> <li>Understand the implications of new and emerging solutions and services to the organisation.</li> <li>Contribute to the development of Digital Business Services' strategy and relevant policies of both Stats NZ and to cross-sector dialogue under the GCIO Strategy and Action Plan.</li> </ul>

	<ul style="list-style-type: none"> <li>Monitor the external environment and assess emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation.</li> </ul>
Demonstrates commitment to Stats NZ Tatauranga Aotearoa policies, procedures, strategy, and related initiatives.	<ul style="list-style-type: none"> <li>Actively supports our Strategy, Mana Ārite Relationship Agreement, Statistics Act 2022 and abides by other policies.</li> <li>Actively supports and engages with our Diversity, Equity and Inclusion Roadmap, policy, and principles. <ul style="list-style-type: none"> <li>Actively demonstrates <a href="#">The Way We Work</a> principles which speak to what we care about, how we do things and what is needed for all our people to be successful in our organisation.</li> <li>Demonstrates commitment to being a confident and capable partner of Te Tiriti o Waitangi. This includes an understanding of its relevance to your role as a public servant and the work you undertake at Stats NZ Tatauranga Aotearoa and building knowledge in te ao Māori, te reo Māori and tikanga.</li> </ul> </li> </ul>
Demonstrates as a model public servant committed to initiatives and values outlined in the Public Service Act 2020 and any subsequent adaptions.	<ul style="list-style-type: none"> <li>Support and promote initiatives from Te Kawa Mataaho Public Service Commission, including Papa Pounamu and Kia Toipoto. <ul style="list-style-type: none"> <li>Develop and maintain cultural capability to positively contribute to Māori Crown Relations initiatives, and actively support others to support this.</li> </ul> </li> <li>Adhere to Ngā uara o Te Ratonga Tūmatanui Public Service values as per section 16 of the Public Service Act 2020: <ul style="list-style-type: none"> <li>Impartial – treating people fairly without personal favour or bias.</li> <li>Accountable – taking responsibility and answering for work, actions, and decisions.</li> <li>Trustworthy acting with integrity and being open and transparent.</li> <li>Respectful – treating all people with dignity and compassion, acting with humility.</li> <li>Responsive – understanding and meeting people's needs and aspirations.</li> </ul> </li> </ul>
Demonstrated commitment to Health, Safety and Wellbeing while at work.	<ul style="list-style-type: none"> <li>Take personal responsibility for your own health safety and wellbeing.</li> <li>Ensure your actions or lack of action do not adversely affect the health and safety of others.</li> <li>Report any incidents, near misses or any other concerns relating to health safety and wellbeing.</li> </ul>

	<ul style="list-style-type: none"> <li>• Make all efforts to comply with Tatauranga Aotearoa Stats NZ Health Safety and Wellbeing policies and processes to ensure the organisation is compliant with the current Health and Safety Act or regulations.</li> </ul>
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## Person specification | Ngā āhuatanga e hiahiatia ana e mātou

### Core requirements

- A relevant tertiary qualification and/ or (five plus years), in building against highly scalable architectures, designing, operating and supporting highly secure, high-performance, high-availability, large-scale services.
- Experience building and managing hybrid infrastructure (Azure etc).
- Experience with a broad range of technologies: Windows, Linux, Azure, git/gitlab (source control and version management, physical and virtual server implementations, automated vulnerability management (system hardening).
- Have the functional and technical skills and knowledge to meet the performance requirements of the position.
- Have an open and fresh approach, inclusive and collaborative style, with the desire to delight your customers.
- Pursue an objective with energy and passion, overcoming obstacles and seeing things through to the end.
- Recognise problems, analyse them, and then solve them.
- Manage tasks and time effectively and efficiently.
- Ability to research, discover solutions and write reports and recommendations at a high level.
- Proven ability to engage, influence, and motivate others.
- Experience using everyday office software including a laptop/tablet, phone, Microsoft suit of products e.g., Outlook, Word, Excel, Intranet, online communications channels for meetings and chat.
- Written and oral communication skills suitable for a varied audience in a corporate setting.
- Competency or fluency in te reo Māori language or possess a willingness to develop knowledge and competence. (By 2040 Government aims to have 85% of its workers speaking te reo Māori).
- Understands Te Tiriti o Waitangi relevance to own role as a public servant and seeks opportunities to better meet the information needs of Māori. Supports initiatives to increase responsiveness to Māori.

### Desirable

- A broad knowledge of the machinery of government and working in the public sector would be an advantage.
- Understands, applies, and manages compliance by others with Stats NZ Tatauranga Aotearoa's information and data governance standards and protocols.

# Technology Services | Tira Horanga Hangara

The Technology Services Branch is part of the Technology, Operations, Commercial & Collections (TOCC) business group which is one of 7 groups that report directly to the Chief Executive.

## Functional or role-specific technical competencies

Skill name	Skill level	Skill level description
<b>Systems design</b>	5	<p>Adopts and adapts appropriate systems design methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches, and ensures they are applied effectively.</p> <p>Designs large or complex systems. Undertakes impact analysis on major design options and trade-off. Makes recommendations and assesses and manages associated risks. Reviews others' systems designs to ensure selection of appropriate technology, efficient use of resources, and integration of multiple systems and technology. Ensures that the system design balances functional and non- functional requirements. Contributes to development of systems design policies and standards and selection of architecture components.</p>
<b>Systems integration and build</b>	4-5	<p><b>Level 5:</b> Identifies, evaluates and manages the adoption of appropriate tools, techniques and processes (including automation and continuous integration) to create a robust integration framework. Leads integration work in line with the agreed system and service design. Monitors and reports on the results of each integration and build. Designs and builds integration components and interfaces. Contributes to the overall design of the service and the definition of criteria for product and component selection. Contributes to development of systems integration policies, standards and tools.</p>
<b>Porting/software configuration</b>	5	<p>Leads a team, providing expert technical knowledge in the systems testing of platform-specific versions of the software products, on varying platforms. Provides specialist guidance information to support, systems testing and quality assurance functions to assist in improving procedures.</p>

<b>Systems installation/decommissioning</b>	5	Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made.
<b>System software</b>	5	Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software.
<b>Capacity management</b>	5	Manages capacity modelling and forecasting activities. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Provides advice to support the design of service components including designing in flexible and scalable capacity. Works with business representatives to agree and implement short-and medium-term modifications to capacity. Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.
<b>Security administration</b>	5	Monitors the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete and that requests for support are dealt with according to set standards and procedures. Contributes to the creation and maintenance of policy, standards, procedures and documentation for security.

<b>Application support</b>	4-5	<b>Level 5:</b> Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.
<b>Database administration</b>	4-5	Develops and maintains procedures and documentation for databases. Identifies, evaluates and manages the adoption of appropriate database administration tools and processes, including automation. Contributes to the setting of standards for definition, security and integrity of database objects and ensures conformance to these standards. Manages database configuration including installing and upgrading software and maintaining relevant documentation. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs.

Role accountabilities may evolve with business developments, and there may be other duties, relevant to your area of work, that you will be required to be performed from time to time.