



Ko Te Manatū Taonga tēnei,
he mana whānui, he toronga
whānui, he manawa nui anō
hoki tēnei e karanga atu nei.
Nau mai, tomo mai, kia rongo
ai tāua i ngā tākirikiringa o te
whatumanawa o tō tatou
tuakiritanga ā-motu.

**Manatū
Taonga**
Ministry
for Culture
& Heritage

He ngākau titikaha, he hononga tangata Promoting a confident and connected culture

Come work with us

- We are a Ministry with a broad mandate and wide reach across a complex system
- We embrace diversity and inclusiveness, are passionate about our mahi, and value work-life balance
- We welcome experiences from different sectors to strengthen and support the pou of our whare

A taste of what we do

- We work in a sector that contributes \$11 billion to New Zealand's GDP over 90,000 jobs, ranging from screen production to symphonies, broadcasting to ballet, kapa haka to heritage, and more
- Our mahi helps the government promote Aotearoa tangata, our unique cultural identity — from policy to programme delivery
- With our partners — Māori, public sector agencies and our funded agencies — we connect local communities to cultural experiences that enrich our mātauranga
- Our sector funds and tells stories reflecting who New Zealanders are today, helping us to navigate our future — building an inclusive and cohesive nation we want our tamariki to grow up in and call home

Pou Pūkaha Matua | Senior Systems Engineer Te Whakaaturanga Tūranga | Position Description

You help us progress from strategy to delivery. With an eye for detail you can see how things will play out, how messages will be received, and can advise how to clear the path for ease of implementation. You complete delegated tasks and take the initiative when you see a gap. You enhance team and organisational performance in the way you engage within and across teams, and you demonstrate with ease the values and behaviours that create a positive work environment. You give confident and honest advice to decision-makers.

MŌ TE RATONGA TŪMATANUI | ABOUT THE PUBLIC SERVICE

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna 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 a 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.

Aronga mahi | Work focus

Reporting Line	You work in Te Pae Hangarau o Te Iho Information Technology in Organisational Performance Group reporting to the Pou Arataki o Te Pae Hangarau Chief Information Officer
Direct Reports Accountability	Nil
Financial Accountability	Nil

TE WHĀINGA ME TE PUTANGA | PURPOSE AND OUTCOME

This role provides the technical 'know-how' that ensures Manatū Taonga has in place reliable and fit-for-purpose systems and infrastructure.

TE HOROPAKI ME NGĀ KAWENGA | CONTEXT & RESPONSIBILITIES

You are part of a multi-disciplinary team of specialists providing technology advice and support. While each of the team brings specialist areas of knowledge, we operate a working environment where we develop skills to provide cover for each other and deliberately ensure our work crosses over where this is critical to do so. The nature of our work means at times working irregular hours to implement system changes without disrupting normal business.

We work in a fast-paced industry where technology is changing all the time. The organisation looks to the team to understand business needs, identify solutions, and create the right operating environment to make things work, and you play a leadership role in making this happen. We do this in the context of delivering on the government's digital strategy – 'Cloud First'.

You are responsible for providing the full range of systems and infrastructure support – from the adoption and configuration of cloud hosted systems to the management of our servers, desktops and network services. You work in a hybrid operating environment that spans physical and virtual assets, new and legacy systems. Across the operating environment you are able to build, configure, maintain, monitor, and manage the systems.

Critical to this role is ensuring the integrity, stability and security of the operating systems – both capability and capacity. You manage the Microsoft operating environment, in particular the Active Directory and Group Policies which form an integral part of this. This means your technical work spans ensuring system security, scheduling and implementing system maintenance, and writing and maintaining systems configuration documentation. Whatever you deliver you consider the business risks, costs and impacts of technology changes and updates before actions are taken. At times there will be pressure to quickly resolve technical issues to ensure Manatū Taonga's systems can continue to operate, and this responsibility sits with you.

In addition you are the technical lead for the development and delivery of technology projects. The projects may be delivered entirely in-house or in conjunction with external parties.

NGĀ HONONGA | RELATIONSHIPS

There is a significant reliance on working closely as a team, and actively sharing information across the team in a way that ensures technical skills are developed and the operating environment works well. Mentoring and developing colleagues is core to this role.

You work across all parts of Manatū Taonga with the senior leadership team, people leaders and their teams to understand business needs and, drawing on your technical knowledge, provide advice on possible solutions. You provide the reactive service to troubleshoot significant technical issues as well as the 'think pieces' on longer-term solutions.

You develop relationships with technical practitioners across the public and technology sectors to share best practice and consider different solutions.

As a boutique technology team we rely on partnerships with vendors to augment the delivery of technical work. You work with vendors on complex technical issues to resolve issues as well as part of system development. You develop solid working relationships with vendors so that Manatū Taonga is assured good and prompt service and Manatū Taonga's needs are prioritised in a competitive market. You lead and actively manage the work they deliver.

Ngā wheako me ngā tohu mātauranga | Experience & qualifications

In addition to the skill requirements outlined at the end of the position description the following experience and qualifications are specifically required for this position:

- Several years of practical experience building, supporting, and maintaining virtualised servers. Must have experience operating in and supporting an Infrastructure as a Service environment.
- Strong Microsoft networking support skills, in particular Active Directory (AD) management, Group Policy design and maintenance and AD objects security
- Good working knowledge of security and how it is applied to technology systems
- Proven experience and skills in the configuring and maintaining of Microsoft O365, including Exchange Online, Teams and SharePoint and Azure cloud systems. Also, experience supporting other related cloud hosted systems

- A broad understanding of networking concepts, topologies, devices and VLAN/Lan configurations
- Extensive experience using System Center Configuration Manager (SCCM) and InTune to manage our Windows based computers as well as mobile devices and deploy software and security patches
- Working within the organisation to identify business needs and develop technology solutions that are fit-for-purpose
- Experience leading and managing the work of vendors in a partnership model
- Experience successfully delivering technical projects as the organisation's technical lead

Te tū angitu i roto i tēnei tūranga | Being successful in this role

You quickly absorb the strategic context and reflect this in the work you do. Your delivery plans and finely-honed people skills means we get things done internally or externally with ease and in a way that enhances our reputation. You take the initiative to progress work with minimal oversight, knowing when to check for guidance or give a 'heads up.' You write and present well. You are a good listener who is willing to advise people you work with.

Ngā āheinga me ngā kawatau | Capabilities and expectations

Sometimes we may recruit for specific subject matter expertise or sector knowledge to ensure continuity of skills, knowledge and credibility across Manatū Taonga in the public sector, culture and heritage sector, and te ao Māori. We may also recruit to encourage a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills and capabilities you bring to Manatū Taonga at this level are comparable with other roles at this level.

We focus on four key leadership capability areas. Below we've summarised what we expect from you, so that you contribute to Manatū Taonga's direction, stewardship, talent development and achievements. It's not an exhaustive list.

Te Whakahaere o te Tuku | Delivery Management

We want you to do things like this:

1. Be that self-managing person who reliably seeks solutions and gets things done, knowing when to check in with your manager
2. Connect your work with others' work across Manatū Taonga and beyond, seeking opportunities to enhance what you or they do
3. He hononga tangata: Connect the New Zealand public and Māori culture in designing and developing work
4. Connect with diverse communities when developing and shaping work
5. Lead pieces of work on your own or with others to a successful conclusion, balancing effort required with the need and size of the task, preparing and monitoring work so that others can do their job well
6. Develop evidence-based options, risks and recommendations and thorough implementation plans that delivers on what has been agreed

7. Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands for yourself and others

Te Whakahaere Parapara | Talent Management

We want you to do things like this:

1. Build talent across the organisation using a coaching approach. Encourage people to share knowledge and make the most of their strengths, respecting what each person brings to Manatū Taonga, and supporting a diverse and inclusive workplace
2. He ngākau titikaha: Build confidence and capability in te reo, tikanga and the Treaty of Waitangi, encouraging others to do the same
3. Develop and improve performance standards, constructively reviewing others' work, and gently asking the 'so what' questions
4. Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working
5. Take every opportunity to learn, and be ready to learn from others
6. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work

Te Hautūtanga ā-Pūnaha | Systems Leadership

We want you to do things like this:

1. He hononga Tiriti: Lead the engagement with our Treaty partners in a way that responds to interests of Māori communities and the Crown, and that delivers improved outcomes for them
2. Build and maintain connections with key people and organisations, extending our networks to diverse communities to enrich our work
3. Maintain and improve supporting systems and processes that strengthen our relationships, ensuring what we develop is well informed, sustainable and collaborative
4. Present work to internal or external audiences, framing a position clearly and persuading effectively (in person or in writing), while acknowledging different perspectives and being prepared to find a collective middle ground
5. Represent Manatū Taonga's priorities well, using all opportunities to strengthen messages the government and Ministry wants to convey
6. Think about work from a system perspective, critiquing then improving systems and processes which underpin Manatū Taonga's work and work of others
7. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things

Hautūtanga Rautaki | Strategic Leadership

We want you to do things like this:

1. Contribute to developing strategy, speaking up about challenges and opportunities you've identified in your work
2. Understand the strategic context for your work
3. He hononga Tiriti: Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations inform and shape your advice
4. Contribute to the discussion about how we position ourselves to deliver to diverse New Zealand communities
5. Test strategy, suggesting practical ways to implement it
6. Reflect the strategic intent in your work to make it real, and connect it to the work of others you work with
7. Discuss strategic context credibly with stakeholders and your team

Te āhua whaiaro | Personal character

Honest & courageous	Provide confident and honest advice to advance the longer-term best interests of all New Zealanders
Curious	Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives
Self-aware & agile	Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people; to adapt well in a changing environment
Resilient	Show composure, grit, and a sense of perspective when the going gets tough; help others maintain optimism and focus

Ngā pūkenga – me matatau koe ki ēnei mea | Skills—what you must do well

- Communicate and engage credibly in person and in writing
- Build and maintain diverse networks of relationships internally and across sectors, understanding what drives others
- Analyse information, contextualise and position work accordingly
- Coach and support colleagues, imparting knowledge in a way that ensures a positive work environment
- Apply knowledge of te reo, tikanga and the Treaty of Waitangi, or have the willingness and commitment to learn
- Develop detailed plans, leading and implementing pieces of work to a successful conclusion
- Use your judgement to prioritise work and manage time effectively
- Self-starter who can operate independently as well as collaboratively