

Senior Application Support (PDG)

Position Title

Senior Application Support for Pacific and Development Group (PDG)

Division

Development Business Improvement (DBI) Division
(*Working closely with the Information Management Division (IMD)*)

Group

Pacific and Development Group

Location

Wellington

Reports to

Project Manager

Last Review Date

October 2017

About the Ministry

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous. We do this through:

- improving **prosperity** for New Zealand and our region
- ensuring the **stability**, security and resilience of our country, our people, and our region
- **leadership**, by amplifying New Zealand's influence and standing in the world
- **kaitiakitanga**, or stewardship, by delivering solutions to global challenges for the benefit of present and future generations.

One of our key goals is that the safety of New Zealanders offshore is protected. In seeking to make New Zealanders safer we deliver consular services.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Business Division (PDG) being supported

Pacific and Development Group (PDG) leads an integrated approach to New Zealand's diplomatic and development engagement with Pacific countries and is responsible for the delivery of the New Zealand Aid Programme in the Pacific and globally.

About the Information Management Division (IMD) Division (key relationship)

The Information Management Division (IMD) is responsible for the provision of cost effective and reliable global technological systems, solutions and support, and the management and oversight of records and archives, with programmes to enable staff to better access and share information and knowledge across the Ministry's global network.

About the Position

This is a fulltime position initially within the Development Business Improvement Division of the Pacific and Development Group working closely with the Programme and Activity

Management (PAM) Project and the Information Management Division. The role will transition to IMD's Service Delivery Unit.

The purpose of this role is primarily to provide day-to-day administration support and subject matter expertise of the Ministry's PDG applications (primarily an application called 'Enquire'). The primary application, Enquire, enables the Ministry to capture and manage aid activities and information globally.

A good understanding and close working relationships with various application content publishers and subscribers is essential. Experience with a range of application systems (CRM), document management, project management, contract management, financial systems) is desirable.

The Senior Application Support role will be a subject matter expert in Enquire administration, and will provide technical advice to other PDG and IMD staff. This role provides all aspects of business administration, systems planning, application performance, capacity management support, client support, advice and management. The Senior Application Support role must have well developed all round technical skills to provide leadership and mentoring to other staff.

This role is required to participate in a technical capacity in BAU projects including upgrades and replacements, provide subject matter expert advice to architects and projects, as well as participate in wider MFAT business projects.

Primary and secondary responsibilities may change from time to time depending upon business requirements and changes will be discussed with the team member.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- PDG Development Improvement Division including, Change/Project Manager, Business System Analyst, Business Intelligence Manger, Senior Change Analyst/Trainer
- Programme and Activity Management (PAM) Project) Team
- Team Leader, Applications Support, IMD
- Service Delivery Manager, IMD
- Enterprise Architecture Team, IMD
- Change Manager, IMD
- IMD Management and staff
- Project Managers
- Business System Owners
- Other Divisions and staff

External (outside MFAT)

- Service Delivery Partners
- NZ Inc. Partners
- Other NZ agency and government technical staff
- Suppliers, Contractors, Third Party IT Specialists

Key Accountabilities

The following key accountabilities of this role support the delivery of the divisions and Ministry's strategy, vision and mission.

Proactively manage the performance of the Ministry's PDG applications systems to ensure their optimum availability. This will include:

Operational Business as Usual

- Monitoring and analysing application events, alerts, warnings and server logs
- Monitoring and analysing environment capacity, disk space, CPU usage, memory utilisation
- Analysing maintenance plans, scripts and their results to ensure tasks are functioning within the agreed parameters
- Using remote management tools and technologies to monitor applications in remote data centre environments
- Performing trend analysis of application performance including identifying key issues and making recommendations for improvement
- Developing and maintaining technical process and operational procedures and documentation
- Performing preventative measures to resolve issues early
- Providing daily, weekly, monthly reporting on application performance, resolution of problems and supplier performance

Problem Resolution (Break/Fix)

Provide escalated technical support, troubleshooting and fault rectification of technical issues. This will include:

- Responding to issues via IMD's call management system and any external Vendor systems.
- Managing incidents with IMD/external vendor(s) and determining most appropriate and effective solution taking into account all mitigating factors
- Analysing issues to determine root cause and whether a larger issue is present
- Developing both short and long term remedial solutions as required
- Following IMD's change control processes and preparing incident and recommendation reports
- Managing third party involvement (internal/external) as required
- Identification, recording and monitoring problems with vendors and proactive follow-up
- Input into Service Level meetings with vendors and internal Service Level Reporting

Continual Service Improvement (Patches, Upgrades/Replacements)

Lead and manage PDG applications production changes, including patching, upgrades and replacements. This will include activities such as:

- Coordinating monthly patches including Change Board approvals.
- Planning, designing and developing application changes
- Identifying dependencies, resources and costs

- Implementing changes using IMD's system development lifecycle process
- Conducting acceptance tests and commissioning systems and equipment
- Maintaining all relevant documentation

Project Support

The following key leadership abilities of this role assist in delivering the divisions and the Ministry's project delivery.

- Participating in projects as required
- Providing application subject matter expertise to projects
- Participating in Proof of Concept (POC) activities
- Complying with the System Development Life Cycle (SDLC) and project management (PMLC) methodologies.

Relationship Management/Other

- Develop and maintain key relationships both internally and externally in order to advance the PDG/IM Division's objectives and create longstanding positive partnerships through pro-active and personable interactions, effectively building rapport, and the application of influencing skills
- Establish, manage and maintain positive relationships with vendors, other suppliers and key clients to create longstanding positive partnerships through pro-active and personable interactions, effectively building rapport, and the application of influencing skills.
- Provide technical advice and support for other IMD teams as required, particularly within the Service Delivery Unit
- Develop and update, in consultation with the Architecture Team, MFATs Application architectural service maps
- Provide training, technical advice and support to other staff as required
- Write financial and business papers as required
- Perform other duties as directed by the Team Leader, Application Support

Organisational Responsibilities

- Understands and is informed by business and IMD strategy and is able to use this to contribute to IMD's portfolio of programs, projects and applications.
- Demonstrate and lead alignment with the organisation's values, goals, policies and procedures
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies and external stakeholders
- Actively input into and support the Ministry's strategic priorities and high-level outcomes framework
- Contribute to the preparation and reporting requirements of the Ministry's accountability documents
- Foster strong working relationships across the Ministry
- Contribute to Ministry-wide projects and emergency response situations
- Apply Tikanga and Treaty of Waitangi principles, ensuring staff also have a good understanding and are able to apply the Ministry Māori dimension in a way that is relevant to the context of our business and underpinned by Ministry values
- Actively lead and promote Ministry health and safety policies and procedures
- All other duties as requested by the employer

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders

Qualifications, Skills, Knowledge and Experience

You must have the following qualifications, skills and experience:

- A tertiary and/or industry qualification in information technology such as MCTS, MCITP, MCP, MCSA, MCSE is desirable or equivalent industry experience
- At least 5 years practical experience in ICT systems, with significant experience supporting integrated systems as well as server side business applications and systems in an enterprise wide environment with remote datacentre management of systems in highly available configurations.

You will ideally have proven technical knowledge and experience in the following areas:

- Supporting hosted applications
- Application Administration
- Database Administration
- Application integration systems
- Testing
- Familiarity with http-based testing tools (SoapUI, Postman)
- Patch Management
- Configuring and installing software
- A good understanding data security issues
- Microsoft Server platforms (Server 2008R2, Server 2012R2) and Active Directory
- Familiarity with the Ubuntu operating system
- MSSQL SSRS
- Powershell and scripting technologies
- The use of network management tools and utilities to identify\diagnose the cause of service outages.
- Familiarity with PKI concepts and toolsets
- An understanding of web-service protocols and technologies (https, WSDL, SOAP, REST)
- Enterprise Management toolsets for proactive system management
- Experience in working with virtualised environments and remote datacentres
- Familiarity with Virtualisation technologies (VMWare, Hyper-V) and Storage Area Networks is desirable

You should also demonstrate the following professional skills:

- Ability to work with minimal supervision - highly self-motivated and willing to accept ownership of tasks and areas of responsibility
- Ability to work in and promote a strong team-orientated, collaborative environment
- Proven analytical and problem-solving skills
- Ability to gather and analyse data to produce reports
- Excellent written and oral communication skills

- Ability to collaborate in Application architectural planning
- General project management experience
- Good understanding of working in a globally distributed environment
- Good understanding of IT Operations Management, ITIL principles, including incident, problem and change management principles
- Ability to build, maintain and leverage relationships with key internal and external contacts
- Strong planning and organising skills
- Strong judgement and decision making skills

Additional Comments

You must also:

- Hold New Zealand citizenship
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance
- Be able to travel overseas, including at short notice
- On-call requirements - staff in operational sections are expected to be part of the IMD on-call pool and are rostered on in accordance with the provisions of the on-call service requirements.