



**NEW ZEALAND**  
FOREIGN AFFAIRS & TRADE

## **POSITION DESCRIPTION**

### **Position Title**

Environments Manager - IMD

### **Reports To**

Service Delivery Manager - IMD

### **Group**

Services

### **Date Created/Updated**

July 2016

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### **About the Ministry**

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealand safer and more prosperous.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

#### *Kaitiakitanga*

- delivers solutions to global challenges, for the benefit of present and future generations;

#### *Leadership*

- amplifies New Zealand's influence and standing in the world;

#### *Prosperity*

- delivers improved prosperity for New Zealand and our region;

#### *Stability*

- Delivers security and resilience to our country, our people, and our region.

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

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### **About the Group**

The Information Management Division is responsible for the provision of global cost effective and reliable technology 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.

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### **About the Position**

Reporting to the Service Delivery Manager, this full time position is responsible for the management of MFAT's pre-production environments (development, training and acceptance).

Primarily this role is responsible for working with stakeholders to ensure environments are built to design, available for use and then decommissioned once requirements cease. They are also responsible for ensuring environments are maintained in a similar fashion to current production systems. This role is part of a dynamic team and has a wide range of stake holders, so significant relationship management and influencing skills are required.

### **Key Accountabilities**

The following key accountabilities of this role assist in delivering the Ministry's purpose.

#### Role Specific

- Environment commissioning
  - Ensure that the environments are built to the approved design documentation.
  - Utilise influencing skills to work with Operational and Project team managers to assign tasks to relevant groups for building and deploying into the environments.
  - Verify environments meet necessary design requirements, including architecture, security and support prior to testing.
- Environment Management
  - Ensuring all environment issues are logged in the Ministry's call logging system
  - Management of all pre-production issues in conjunction with project and operational teams.
  - Management of the virtual desktop environment booking system
  - Ensure new production environments are managed until handover to Operational teams.
  - Production of reports on pre-production environment activity, capacity, and integrity as required
  - Manage the decommissioning of environments when requirements cease.
- Environment governance
  - Ensure all environment management processes are accurately documented and regularly reviewed for improvement to ensure they meet MFAT's and IMD's outcomes
  - Ensure that, as changes are requested, the appropriate process (ARB, DRB, and CAB) is followed and documentation kept current.
  - Owner and advocate for the pre-production environment usage guidelines
  - Provide training and education on Environment management processes and procedures.
  - Management of the environment forward schedule of change
  - Management of a CI register for all pre-production environments.
- Leadership
  - Contribute to the division's delivery of its planned and agreed activity stream to realise its strategic priorities and high level outcomes
  - Demonstrate the organisation's values, goals, policies and procedures in all aspects of work
- Relationship Management
  - Develop and maintain key relationships both internally and externally in order to advance the division's objectives and create longstanding positive partnerships through pro-active and personable interactions, effectively building rapport, and the application of influencing skills
  - Develop and influence a clear map of relationships with decision makers, policy-makers and thinkers that advance the division's objectives 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
  
- **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 & experience**

The following are required:

#### Qualifications

- Post-graduate degree in Information Technology or an equivalent qualification from related field; or equivalent level of experience working in a similar role.
- ITIL certification desirable
- Project Management (PRINCE2 foundations or similar) qualification desirable

#### Skills

- Excellent interpersonal and communication skills, both oral and written, and the ability to present ideas in business-friendly and user-friendly language
- Excellent time management skills with the proven ability to effectively prioritise and execute tasks in a high-pressure environment

- Strong qualitative and quantitative analytical, evaluative and problem-solving abilities
- Demonstrated ability to anticipate issues and problems and think of creative solutions
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Highly self-motivated and directed
- A high level of judgement and decision making skills
- Demonstrates the drive and ability to improve own capability. Includes self-awareness and self-improvement focus
- Ability to work with staff from all levels of the organisation
  
- Ability to facilitate and coordinate tasks.
- The ability to facilitate complex tasks in a multi-disciplinary environment.

#### Experience

- Good technical knowledge of WAN topologies and principles, current network hardware, protocols and standards including IP networks, virtualisation and remotely managed data centres.
- Knowledge and application of environment management processes and procedures, project management and software development lifecycle.
- Knowledge of ITIL processes, specifically change, release and configuration management.
- Proven track record of service/operational management ideally in large complex organisations
- Exposure to complex technical environments with multiple layers of security.
- Creation and presentation of complex technical reporting data to non-technical audiences.
- Development of procedural documentation

#### **Relationships**

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

##### Internal (within MFAT)

- Information Management Division staff and managers
- Services Group staff and Managers
- Divisional Managers
- All user groups within the Ministry

##### External (outside MFAT)

- Service Delivery Partners (Vendors, other service providers such as outsourced providers, suppliers)
- Consultants
- External Project Managers

#### **Mandatory Role Requirements**

- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.