

Position description



Position:	Digital Product Support Analyst
Location:	National Support Office, Mt. Wellington, Auckland
Business Unit:	Commercial
Reporting to:	General Manager Commercial
Dated:	05 March 2019

Our Vision

To be New Zealand's first choice for vehicle inspections.

Our Mission

To deliver the highest standard in vehicle inspection, industry expertise and innovation.

Our Values

- Leadership* – We have courage to shape a better future
- Teamwork* – We are one team working together
- Culture* – We enjoy what we do
- Professionalism* – What we do we do well
- Communication* – We listen to and respect each other

Vehicle Inspection New Zealand (VINZ) recognises the need for ongoing innovative digital change to meet today's needs and seize tomorrow's opportunities. Accordingly, we are remodelling our IT Systems and innovating new tools to transform our business into an end-to-end solution provider for the automotive and vehicle inspection industry.

As a result of implementing new tools and technology, a tech-savvy customer-focused ICT professional is required to assist our staff and customers utilise our new technology. The Digital Product Support Analyst sits within the IT Team (within the Commercial Business Unit) reporting to the General Manager - Commercial.

POSITION PURPOSE

The Digital Product Support Analyst will be our functional expert, providing front-line support and administrative maintenance for the VINZ's e-Inspection tool, Cloud services and corporate tools such as SharePoint and Office 365 Digital workspace (VNET), and Point of Sale, including middleware integration capabilities and other key systems and projects. This is primarily an internal customer-facing role, while liaising with 3rd party development and ICT partners, as well as our key customers.

KEY RESPONSIBILITIES

Technical Support and Administration

- Develop and maintain expertise in the technical and commercial aspects of the e-Inspection product (and VINZ-issued mobile devices used by vehicle inspectors when conducting inspections using the e-Inspection tool).
- Develop and maintain strong knowledge of other widely-used VINZ corporate tools such as VNET Operational Front End and Back end Middleware, Point of Sale, and other relevant applications.
- Act as the system administrator for the e-Inspection tool, and other key VINZ corporate applications and tools (create and edit e-Inspection reports, manage all aspects of user access).
- Resolve user issues either directly or assisted by relevant third-party providers in accordance with SLA (Service level Agreements) with third party providers.
- Administer the e-Inspection and corporate tools, managing user access and content associated with these tools.
- Coach and assist VINZ staff in the use of Office 365 Digital workspace, providing support and guidance on effective use in accordance with industry best practices, creating and refining business processes as required.
- Guide and advise staff on creation of best practice file structures.
- Provide support services to VINZ staff to access archived files as required, especially during digital transition phases.
- Provide input and assistance with IT projects and development initiatives as required.
- Assist with administration and maintenance of current VINZ core business systems as required.
- Assist with administration of VINZ active directory and exchange.
- Assist with VINZ Cloud services requirements and overall network security as required.

Business Analysis

- Identify internal customer needs and determine how to best utilise the VINZ corporate tools to provide effective solutions to address these needs.
- With the assistance of the e-Inspection Product Owner, and Commercial team, understand industry trends and external customer needs, and identify how the e-Inspection product can be further enhanced to provide commercially viable solutions.
- Liaise with third-party partners and stakeholders to gather requirements, scope, design, develop, test and deploy the commercial e-Inspection solutions.
- Work with third-party partners to gather requirements scope, design, develop/enhance, test and deploy VINZ corporate tools (e.g. VNET).

Vendor Management

- Build and maintain positive working relationship with our third-party partners to quickly resolve technical issues in accordance with our support-and service level agreements.

Product Management

- Undertake the prioritisation and delivery of the e-Inspection tool backlog (product), and other core corporate tools with the engagement of key internal and external stakeholders.

Health, Safety & Wellbeing

- Comply with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Policies and Procedures.
- Ensure that all work is carried out in a safe and responsible manner that does not compromise the health and safety of self or others in the workplace.
- Confirm, acknowledge and record any work-related accidents or near misses.
- Take proactive involvement in supporting the Health & Safety Champions and reinforce safe behaviour among all employees.
- Ensure you are aware of Health and Safety Manuals/Booklets/ First Aid Kits and VINZ H&S policy procedures.

Privacy & Security

- Act in accordance with VINZ privacy and security policies and procedures in addition to the Privacy Act 1993.
- Maintain the strictest confidentiality when dealing with any personal or sensitive information.
- Ensure documents containing personal information are always kept secure.

Position Description Scope of Duties

As the Digital Product Support Analyst role will evolve over time, the job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time be assigned.

WORKING RELATIONSHIPS**Internal:**

- Chief Executive Officer
- General Manager – Commercial (GMC)
- General Manager – Delivery (GMD)
- Manager – Finance
- Board members
- IT Services
- Manager – People and Capability
- People & Capability Advisor
- Regional Managers
- Site Managers and Staff
- JEVIC & Optimus Holdings Ltd (OPT)

External:

- MBIE & other Government agencies
- NZTA
- Company Auditors
- Suppliers
 - Secure Com
 - BKA
 - Intergen
 - Others

DELEGATIONS**Financial:**

Discretionary spend on any single contractual item	\$1,000
Capital expenditure up to	N/A

Lead:

Direct reports

N/A

IDEAL PERSON SPECIFICATION**Knowledge, Skills and Experience (including Technical Competencies)*****Essential***

- 3+ years' experience in a technical support role in a medium to large sized organisation.
- Significant (5+ years) experience with a variety of Corporate IT tools such as SharePoint, Office365, Customer Relationship Management (CRM), Cloud services (SaaS, IaaS, PaaS) mobile applications and other systems common to a medium to large organisation.
- Solid knowledge of agile practices and product development lifecycle.
- Knowledge of Active Directory and an understanding of group policy
- Confident and knowledgeable using digital tools.
- Experience providing level 2 & 3 IT helpdesk support.
- Excellent communications skills, able to translate complex technical information into plain English
- Proactive, resourceful with strong troubleshooting skills and a team player.

Strong proven ability in:

- **Analysis:** secures relevant information, identifies key issues and compares data from different sources.
- Exposure to network computer systems, cloud-based packages and suites (MS Office 365)
- **Communication:** expresses ideas effectively using language and terminology to suit the audience.
- Proven writing skills.
- **Customer Service:** proactive in developing customer relationships. Understands customer requirements.
- **Initiative:** makes active attempts to influence events to achieve goals, self-starting and proactive.
- **Work management:** establishes course of action for self, plans work flow and assignments
- **Teamwork:** works effectively with others, respects needs and contributions of others, contributes to and accepts consensus.
- **Agile and Product Development practices:** proven working knowledge of contemporary and emerging agile practices such as Scrum, DevOps, Feature Driven Development and others.

Desirable**Qualifications and Education**

- A tertiary qualification in Commerce or Computer Sciences is desired, but can be substituted for relevant work experience
- Formal training or ongoing studies with Microsoft Certifications or equivalent

Experience

Automotive, transport or similar industry experience (3+ years) is desirable.

POSITION DESCRIPTION PREPARED BY:

Brian Stone, GM Commercial

AUTHORISED BY: _____
Gordon Shaw, Chief Executive Officer

PEOPLE & CAPABILITY AUDIT BY: _____
David Law, Manager – People & Capability

Current job holder: _____

Date: March 2019