

POSITION DESCRIPTION

Position details

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| Position title | Digital Workplace Lead |
| Team | Risk, Information Services and CISO |
| Group | Corporate and Market Services |
| Location | Wellington |
| Date | March 2025 |

Our purpose

We are a kaitiaki of electricity. Our purpose is to enhance New Zealanders' lives, prosperity, and environment through electricity.

How we work

The Electricity Authority Te Mana Hiko promotes competition in, reliable supply by, and the efficient operation of, the New Zealand electricity industry for the long-term benefit of consumers.

Our functions describe how we do this. We work to:

- **Promote market development:** To enable New Zealand's electricity markets to deliver better outcomes for consumers, we maintain a responsive regulatory environment that both reflects industry's current state and supports innovation and change. Key tools for market development include market facilitation measures and amending the Electricity Industry Participation Code.
- **Monitor, inform and educate:** Transparency and understanding are vital to the operation of the electricity markets. Our market monitoring, information and education work focuses on making data, information and tools available, increasing participation, and improving awareness of how electricity market's function.
- **Operate the electricity system and markets:** We are responsible for the day-to-day operation of the electricity system and markets. To achieve this, we contract out some services including the role of system operator, which provides the real-time coordination of sending generated electricity across the national grid to meet demand from consumers.
- **Enforce compliance:** We ensure the Electricity Industry Act, its regulations and the Electricity Industry Participation Code are followed by electricity industry participants. Our compliance function also helps improve the industry more generally, as lessons learned support our education of participants and help us to identify and resolve on-going or systemic issues.
- **Protect the interests of consumers:** We are responsible for protecting the interests of domestic and small business consumers in relation to the dealings of industry participants supplying their electricity.

More information can be found on our website www.ea.govt.nz.

Our values

The Electricity Authority has the following values:

Our people

We support the development of each other and work together to achieve our goals.

Boldness

We are decisive, forward thinking and not afraid to do the right thing.

Excellence

We are committed to producing the highest-quality work.

Openness

We are transparent in our work and listen to others.

Integrity

We are honest and trustworthy and treat everyone with fairness and respect.

Our group

The Corporate and Market Services Group is responsible for strategy, planning and performance, finance, procurement, commercial management, operational risk and assurance, people and capability, information technology, facilities and other typical shared services responsibilities. As part of this, we also manage the major service provider contracts for the Authority, including the system operator and other market operation service providers. We work to support the Authority in all areas and underpin the organisation to ensure the achievement of great outcomes.

Purpose of this position

The purpose of this role is to lead the strategic design, development, and management of the organization's enterprise digital cloud platforms, including Microsoft Azure, Office 365, and the end-user computing environment. This role ensures seamless integration with business objectives, drives innovation, and optimizes performance. The Digital Workplace Lead will collaborate with senior leadership to align technology strategies with organisational goals, oversee significant vendor relationships, and champion the adoption of automation and DevOps methodologies to enhance operational efficiency.

Working relationships

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| Reports to | Manager – Risk, Information Services and CISO |
| Direct reports | Nil |
| Internal relationships | <ul style="list-style-type: none">• Senior Leadership Team• Board Members• Electricity Authority staff |
| External relationships | <ul style="list-style-type: none">• Archives NZ• Office of the Government Chief Information Officer (GCIO)• ICT service providers• Other resource and service providers• Other information professionals |

Key accountabilities and deliverables

The key accountabilities listed below are not intended to be a complete or limiting description of the role and certain duties may change from time to time.

Digital services and enterprise cloud management

- Lead the design, implementation, and ongoing management of enterprise cloud platforms, including Microsoft Azure, Office 365, and the end-user compute environment, ensuring alignment with the organisation's strategic goals.
- Develop and execute a comprehensive strategy for digital services, focusing on performance, security, and scalability.
- Engage with senior business leaders to understand complex requirements, balancing conflicting needs, and translating them into scalable, effective cloud solutions.
- Lead organisation-wide initiatives to enhance the functionality, performance, and reliability of core enterprise systems, ensuring they align with evolving business needs and industry best practices. Drive the implementation of automation and DevOps practices to streamline processes, reduce manual effort, and improve the speed, reliability, and quality of software deployments and IT operations.
- Continuously monitor system health and performance, identifying areas for optimisation while ensuring security and compliance.

Vendor and service management

- Establish and maintain strategic partnerships with key vendors and service providers, negotiating contracts and ensuring adherence to service level agreements.
- Oversee vendor performance, ensuring the delivery of high-quality outcomes and that contractual obligations are met.
- Take charge of IT service management practices, ensuring efficient service delivery and proactive issue resolution to maintain high system availability and end-user satisfaction.

Compliance, security and risk management

- Ensure cloud platforms and systems comply with relevant industry standards, security protocols, and regulatory requirements to protect data and safeguard the organisation's assets.
- Work closely with internal security teams to maintain best practices in identity and access management, data protection, and risk mitigation.
- Develop policies and frameworks that align with government digital standards and the Authority's security requirements.

Leadership and stakeholder engagement

- Lead with purpose, communicating clearly to persuade and inspire others.
- Strengthen business performance and drive innovation to foster continuous improvement at the Authority.
- Provide technical leadership and guidance to team members and stakeholders, assisting in resolving complex issues and ensuring solutions meet current and future business requirements.
- Develop effective working relationships with Authority staff to facilitate knowledge transfer and organisational learning.
- Provide timely, high-quality, and accurate advice to participants, stakeholders, and other interested parties.

Key accountabilities and deliverables

Workflow Management

- Actively and independently plan and manage own projects and workload with guidance from Manager – Risk, Information Services and CISO.
- Lead the implementation and delivery of digital service management capabilities to ensure all incoming work across information services is captured, prioritised and actioned accordingly.

Experience and knowledge

To be successful in this role you will have:

- Experience in designing and deploying cloud and endpoint architecture, including virtual machines, networks, storage, and compute resources.
- Significant experience working with service providers to ensure delivery of high quality outcomes.
- A relevant tertiary qualification or equivalent operational experience
- Demonstrated experience and competence in operating databases and information management systems in a professional services or public sector organisation.
- Strong understanding and practical application of concepts related to Cloud and digital service management.
- Excellent written and verbal communication skills, ensuring clarity and effectiveness in reports, presentations, and stakeholder engagement.
- A strong focus on customer service, delivering quality outcomes for internal and external stakeholders.
- Critical and analytical thinking skills, enabling effective problem-solving and decision-making.

Behavioural specifications

To be successful in this role you will:

- Have the ability to explain information management concepts and tools in simple terms.
- Be able to work autonomously but exercise judgement and seek advice where required.
- Demonstrate a high degree of professional ethics, ensuring appropriate access to and handling of sensitive information.
- Show confidence in interacting across all levels of the Authority.
- Be well organised, methodical, and display a well-honed attention to detail.
- Have excellent time management skills and be responsive to changing demands and deadlines
- Be able to quickly learn new technologies and systems
- Display curiosity, flexibility and openness in integrating ideas, information and differing perspectives.
- Show courage and decisiveness, and lead with integrity.
- Seek feedback on performance and show commitment to your own development.
- Display resilience and demonstrate composure.