

POSITION DESCRIPTION

Position details

Position title	Digital Operations Analyst
Team	Risk and Information Services
Group	Corporate and Market Services
Location	Wellington
Date	October 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.

The Information Services team are responsible for providing the Authority with digital services to enable our staff, customers and stakeholders to operate efficiently, securely and with confidence. We deliver and support technology solutions that support the delivery of the Authority's strategic objectives and ensure robust information management.

Purpose of this position

The Digital Operations Analyst is responsible for the day-to-day operation of our digital systems, ensuring we are providing secure, efficient and user-focussed digital services through the application of IT Service Management (ITSM) practices.

This role ensures consistent service delivery by managing help desk workflows, maintaining knowledge bases, and administering key platforms. They contribute to continuous improvement by identifying recurring issues, supporting compliance processes, and enhancing user experience through training and guidance.

Working relationships

Reports to	Manager – Risk, Information Services and CISO
Direct reports	Nil
Internal relationships	All Authority staff
External relationships	• Service Providers • Government Chief Digital Officer

Service Desk Operations

- Triage, investigate, and resolve help desk tickets and calls in line with ITSM incident and request management processes
- Apply structured problem-solving techniques to identify root causes and implement long-term fixes
- Escalate complex issues appropriately while maintaining ownership through to resolution.
- Maintain accurate and up-to-date records of digital assets, tools, and devices in the Configuration Management Database
- Analyse service desk trends and recommend improvements to reduce ticket volume and improve response times

Security Operations

- Monitor, triage, and respond to security incidents, ensuring timely mitigation and documentation throughout the incident lifecycle
- Identify and manage vulnerabilities across systems and platforms, including patching and configuration hardening
- Conduct email threat analysis and deliver targeted phishing awareness training to staff
- Support compliance with security policies, standards, and audit requirements

Knowledge Management

- Maintain and improve internal and external knowledge bases to support user self-service and reduce support demand
- Document recurring issues and lead problem management activities to prevent reoccurrence
- Contribute to the development of standard operating procedures and technical documentation

Platform Administration

- Administer and maintain core systems, ensuring availability, performance, and compliance with access policies
- Manage user provisioning, deprovisioning, and access reviews across platforms
- Support software licensing, deployment, and lifecycle management activities
- Use scripting or automation tools (eg PowerShell) to streamline administrative tasks and improve efficiency

User Enablement and Training

- Deliver training and guidance to users on commonly used tools and systems
- Support onboarding and offboarding processes, including account setup, access provisioning, and device allocation
- Act as trusted adviser to users, helping them adopt digital tools effectively

Experience and knowledge

To be successful in this role, you will have:

- A tertiary qualification in Information Technology, Computer Science, or a related field, or equivalent practical experience (typically 5+ years in a similar role).
- Proven experience in IT service desk operations, ideally within a public sector or enterprise environment.
- Strong working knowledge of ITSM frameworks (eg ITIL) and experience using service management tools.
- Hands-on experience supporting digital platforms such as Microsoft 365, SharePoint, and endpoint management tools
- Demonstrated experience in security operations, including incident response, vulnerability management, and user awareness
- Familiarity with digital asset management, software licensing, and configuration tracking
- Scripting or automation skills (eg PowerShell) to support operational efficiency and reduce manual effort
- A track record of taking ownership of issues, driving resolution, and contributing to service improvement initiatives

Behavioural specifications

The way you work matters to us. We're looking for:

- Service orientation – Demonstrates a commitment to delivering high-quality support and improving user experience
- Problem solving skills – Applies analytical thinking to diagnose issues, identify patterns, and implement effective solutions
- Collaboration – Works effectively with internal teams, stakeholders, and users to resolve issues and improve services
- Accountability – Takes ownership of tasks and outcomes, ensuring timely and accurate delivery of services
- Communication – Communicates clearly and professionally to both technical and non-technical audiences
- Adaptability – Responds positively to change and demonstrates resilience in a dynamic digital environment