

POSITION DESCRIPTION

Position details	
Position title	Digital Product Manager
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 Product Manager is responsible for ensuring we have the right digital systems to deliver our customers' needs and ensuring that we have effective processes in place to ensure that we are able to understand changing needs and respond accordingly.

This role ensures we have the right capabilities to meet our objectives by working with the wider organisation to understand their needs, developing product strategies and roadmaps to ensure those needs are captured, and leading the delivery of these roadmaps.

Working relationships

Reports to	Manager – Risk, Information Services and CISO
Direct reports	Nil
Internal relationships	All Authority staff
External relationships	<ul style="list-style-type: none">• Service Providers• Government Chief Digital Officer

Product Strategy and Roadmaps

- Work with business teams to understand needs and translate them into digital product strategies.
- Develop and maintain product roadmaps to ensure systems meet organisational objectives.
- Prioritise enhancements and new features based on business value and risk.

Service ownership and lifecycle management

- Act as the service owner for assigned digital products, with accountability for performance, reliability and value over their full lifecycle.
- Define and maintain clear service definitions, including scope, service levels and support arrangements.
- Plan and manage product lifecycles, including onboarding, major upgrades and decommissioning.

Change enablement and adoption

- Lead change planning and user enablement activities to support successful adoption of new or changed digital products.
- Work with communications and change specialists to develop clear, timely and user-focused messages.
- Support business areas to embed new ways of working enabled by digital solutions.

Configuration Management

- Implement IT change and configuration management processes to ensure all changes to digital systems are appropriately logged, assessed and approved before they are implemented.
- Ensure the CMDB is maintained with up to date, accurate information.

Platform Administration

- Administer core systems and ensure access is managed in accordance with policy.
- Manage key platforms such as the Atlassian suite
- Support software licensing and deployment activities.

Governance and Compliance

- Ensure digital systems comply with security, privacy, and regulatory requirements.
- Maintain accurate documentation for audits and assurance processes.
- Support risk assessments and implement mitigation measures for digital platforms.

Continuous Improvement

- Analyse service desk trends and recurring issues to identify improvement opportunities.
- Recommend and implement process changes to enhance efficiency and user experience.
- Monitor system performance and proactively address potential issues.

Stakeholder Engagement and Communication

- Act as the point of contact for digital product queries and configuration changes.
- Communicate changes and updates effectively to minimise disruption.

Innovation and Future Planning

- Stay informed about emerging technologies and assess their relevance for the Authority.
- Contribute to digital transformation initiatives and recommend innovative solutions.

Experience and knowledge

- Tertiary qualification in Information Technology, Computer Science, or a related field, or equivalent practical experience.
- Proven experience in digital product management, including developing product strategies and roadmaps.
- Experience administering and optimising enterprise platforms (eg, Microsoft 365, SharePoint, Atlassian suite).
- Familiarity with IT Service Management (ITSM) frameworks (eg, ITIL) and change management processes.
- Knowledge of security, privacy, and compliance requirements for digital systems.
- Experience with software licensing, asset management, and governance practices.
- Ability to analyse system performance and identify opportunities for improvement.
- Awareness of emerging technologies and their application in digital transformation initiatives.

Personal specifications

Technical Skills

- Advanced knowledge of enterprise platforms such as Microsoft 365 and the Atlassian suite.
- Familiarity with IT Service Management (ITSM) tools and frameworks (eg, ITIL) for change and configuration processes.
- Ability to manage digital assets, software licensing, and governance processes effectively.
- Capability to analyse system performance and implement improvements for reliability and efficiency.

Core Competencies

- **Service Orientation** – Demonstrates a commitment to delivering high-quality capabilities and improving user experience.
- **Problem Solving** – Applies analytical thinking to diagnose issues, identify patterns, and recommend improvements.
- **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 with technical and non-technical audiences.
- **Adaptability** – Responds positively to change and demonstrates resilience in a dynamic digital environment.