



SSC JOB DESCRIPTION

Job Title:	Senior Information Technology Advisor
Team/Group:	Corporate Services
Reports to:	IT Operations Manager, Corporate Services
Location:	Wellington
Date:	October 2018

Our Role

The State Services Commission (SSC) leads the public sector to make a positive difference for New Zealand and New Zealanders. Our team, which houses the Office of the Head of State Services, sets the course, role models what good looks like, and leads the system to deliver the results and services that matter to New Zealanders.

Our purpose is to lead the State Services while protecting and enhancing the standards of integrity and conduct that are at the heart of what we do. Working with us is about being part of a small agile team, with a big ambition. Our ambition means we enable our people to push the boundaries and strive for better, while encouraging our colleagues across other agencies to do the same.

We look for people who are talented in many ways and can influence and inspire those around them. We are after people who embody the spirit of service and can deliver for the communities we work so hard for. We offer exciting career opportunities to gain breadth of expertise through work that reaches across the sector.

Our mission statement is: we lead the public sector in the service of our nation. We lead. We serve.

Position Purpose

This role will be a critical part of SSC's new IT team, supporting the IT Operations Manager as the centre of expertise for information management. This role will assist with the development and maintenance of proactive and professional information management systems, including the management of the EDRMS, file classification schemes, retention, disposal schedules and user education and training.

Acting as the centre of expertise for SSC, you will have a unique opportunity to support a central agency in building our culture in how we manage our information and meet our obligations in our new IT environment.

With service delivery at the core of Corporate Services, the IT team as a whole will provide SSC with effective Tier 1 IT desktop support and troubleshooting. The Senior Advisor will act as back up for the IT Operations Manager when required. While SSC's environment is simple, flexibility and agility is at its core. The Senior Advisor will be expected to be familiar with all of the IT Team's delivery.

Position Scope

Key Dimensions of Resources Controlled

Financial:	Nil.
Direct reports:	Nil

Key Accountabilities

Key Result Areas	Key accountabilities/expectations
Information Management	<ul style="list-style-type: none"> ▶ Lead the development of records and information management culture within SSC. ▶ Support SSC in the end to end management of physical records. ▶ Manage and provide advice on access to restricted records stored at Archives New Zealand ▶ Ensure data, documents and records are managed to appropriate policies, standards and procedures. ▶ Support SSC in better management of our paper and digital footprint. ▶ Ensure document management policies and procedures are well documented and effectively communicated throughout SSC. ▶ Provide training (one on one and group) on the use of records management systems and document handling procedures.
Business Analysis	<ul style="list-style-type: none"> ▶ Advise SSC and apply best practice in records and information management. ▶ Provide research and analysis that will contribute to the development of recorded information policy. ▶ Develop records and information management standards. ▶ Identify and implement improvements to the management of electronic recorded information. ▶ Monitor industry developments and trends (e.g. e-government initiatives) and identifies their impact on the Ministry's document management systems and information practices.
Technical Support	<ul style="list-style-type: none"> ▶ Support the IT Operations Manager in the development of SSC's IT investment roadmap and provide specialist advice. ▶ Drive good IT knowledge and document management practices across the business. ▶ Engage and champion IT operational best practice across the Commission. ▶ Timely resolution of IT issues, including escalation of issues that can not be solved first hand. ▶ End to end approach to resolution of IT issues. ▶ Communicate with stakeholders in order to understand the problem and extract all relevant information.

Key Result Areas	Key accountabilities/expectations
Relationship Management	<ul style="list-style-type: none"> ▶ Engage actively with SSC staff and understand their IT needs ▶ Support the IT Operations Manager in engaging with vendors and provide back up as necessary.
Team player	<ul style="list-style-type: none"> ▶ Model SSC values of respect, Integrity and ambition for New Zealanders ▶ Actively participate as a member of Corporate Services team ▶ Proactive engagement in cross commission teams as required ▶ Other duties as required by IT Operations Manager

Key Relationships

- ▶ IT Operations Manager and IT team
- ▶ Relevant IT providers
- ▶ Other teams across SSC as needed.

Experience, Qualifications, Skills and Knowledge

- ▶ An appropriate professional information or knowledge management qualification or equivalent operational experience
- ▶ An understanding of information/knowledge management principles, methodologies and conventions
- ▶ Ability to grasp technical concepts and use new software quickly.
- ▶ Experience in an information management team in a professional services or public sector organisation
- ▶ Critical thinking, analysis and the development of business solutions
- ▶ Building and maintaining positive working relationships.
- ▶ Demonstrated experience and competence in administration of electronic databases
- ▶ Ability to meet the criteria required to hold a NZ Government security clearance

Health and Safety

SSC is committed to providing a healthy and safe work environment and safe management practices for all employees. Employees are expected to share this commitment as outlined in the Health and Safety Employment Act by taking all practicable steps to ensure their safety at work and that no action or inaction, causes harm to others while at work.

Changes to Position Description

Positions in SSC may change over time as the organisation evolves and priorities change. Responsibilities for this position may change as the job evolves over time and the manager of this position may initiate such change as necessary.

Manager's Name: Simon Catterall

Manager's Role: IT Operations Manager, Corporate Services