

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of Mātauranga Māori, te Reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

<b>Tūranga / Position:</b>	<b>Team Lead – Service Operations</b>	
<b>Uepū / Wāhanga / Department:</b>	Taupārongo/ Technology Foundations	
<b>Takiwā / Rohe / District:</b>	Te Puna Manaaki	
<b>Wāhi Mahi / Location:</b>	As per letter of offer	
<b>Reports to:</b>	Product Manager – IT Operations	
<b>Whakatau ki / Direct reports:</b>	TBC	
<b>Indirect Reports:</b>	0	
<b>Māka Pūtea / Salary Grade:</b>	Level 7, Leadership	
<b>Wā Roanga / Tenure:</b>	As per letter of offer	
<b>Key Relationships:</b>	<b>Internal:</b>	<ul style="list-style-type: none"> <li>• Taupārongo IT Service Operations team</li> <li>• Te Wānanga o Aotearoa kaimahi and contractors</li> <li>• Te Wānanga o Aotearoa tauira</li> </ul>
	<b>External:</b>	<ul style="list-style-type: none"> <li>• Suppliers, Contractors and Consultants</li> <li>• Relevant Industry Sector Groups and Organisations</li> </ul>

### **Pūtake Tūranga / Role purpose**

The primary purpose of the Team Lead - Service Operations role is to lead and manage a team of Engineers – IT Service Operations, providing training, guidance, coaching, and support to deliver high-quality IT services to internal and external customers. The Team Lead will also be responsible for ensuring that Service Operations run smoothly, meeting or exceeding service level agreements (SLA), and continuously improving service quality and kaimahi satisfaction.

In addition, the Team Lead will be a key contributor to IT Service Operations, handling complex incidents and requests, and providing technical support as needed.

This role requires some out of hours work and participation in an on-call roster.

Key Responsibilities	Deliverables / Accountabilities
<p><b>Kaimahi and Team Leadership</b></p>	<ul style="list-style-type: none"> <li>- Lead a team of Engineers -IT Service Operations, providing training, guidance, support, and mentoring as required.</li> <li>- Conduct regular team meetings, providing feedback, coaching, and training to team members as required.</li> <li>- Lead and develop kaimahi to build on their natural abilities and potential.</li> <li>- Demonstrate a collaborative leadership approach that supports kaimahi to achieve Te Wānanga o Aotearoa’s (TWOA’s) mission of taurira success.</li> <li>- Hold kaimahi accountable and responsible for their performance and development.</li> <li>- Manage poor performance and breaches of TWOA Mana Whaiaro/code of Conduct within Kiriwhanake policies and procedures. Inform upline Manager and Advisor - Shared Services, Kiriwhanake.</li> <li>- Monitor team performance, identify areas for improvement, and implement initiatives to drive continuous improvement.</li> <li>- Role model adherence to and ensure compliance with all relevant TWOA guidelines, policies, procedures, and standards.</li> <li>- Create and contribute towards a work environment that advances and reflects best practice, excellence in education and the values of TWOA.</li> <li>- Implement effective team action plans that identify, set and achieve key performance indicators (KPIs) to meet targets for deliverables on a monthly, quarterly and annual basis.</li> <li>- Promote, develop and facilitate a learning culture with identified professional development plans through Kaimahi Ora kōrero.</li> </ul>
<p><b>Operational Management</b></p>	<ul style="list-style-type: none"> <li>- Oversee the day-to-day team operations and ensure the timely resolution of incidents and service requests within the agreed SLAs and in accordance with best practices.</li> <li>- Act as the point of escalation for complex incidents and service requests, ensuring they are resolved in a timely and efficient manner.</li> <li>- Work on the Service Desk station, answering calls, resolving incidents, and providing excellent customer service to clients.</li> </ul>

Key Responsibilities	Deliverables / Accountabilities
<p><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>- Develop and maintain strong relationships with key stakeholders, including clients, vendors, and internal departments.</li> </ul>
<p><b>Kaupapa Matua</b></p> <p>Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our Wānanga. There is therefore an expectation that kaimahi:</p> <ul style="list-style-type: none"> <li>- Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions.</li> <li>- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Participate in activities associated with the culture of our organisation (i.e pōwhiri, karakia, waiata).</li> </ul>	<ul style="list-style-type: none"> <li>- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa.</li> <li>- Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.</li> <li>- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>- Meet the statutory responsibilities detailed in the Data, Information, and Records Management Tikanga Whakahaere.</li> <li>- Te Wānanga o Aotearoa records are created and maintained in corporate information systems, meeting specified information management standards and legislation.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>- Comply with all health, safety and wellness policies and procedures.</li> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations.</li> </ul>

Key Responsibilities	Deliverables / Accountabilities
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.</li> </ul>
<p>The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them.</p> <p>The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.</p>	

### Person specification

<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>- Bachelor's Degree in Computer Science, Information Systems or related discipline.</li> <li>- ITIL Certifications or relevant vendor certifications (Microsoft, Cisco, Freshworks).</li> <li>- Full NZ Drivers Licence.</li> </ul>
<b>Essential Experience and Skills:</b>	<ul style="list-style-type: none"> <li>- 3+ years' proven experience as a Service Operations Engineer, with a strong track record of resolving incidents and service requests within SLAs.</li> <li>- Proven experience leading a team.</li> <li>- Excellent experience in supporting service delivery in a complex IT environment, including legacy systems, cloud platforms, and data centres.</li> <li>- Excellent experience in developing and implementing service improvement plans to enhance service quality.</li> <li>- Demonstrated experience developing and maintaining strong relationships with key stakeholders.</li> <li>- Strong technical skills, with experience in Microsoft Windows, Active Director, Microsoft Office, Microsoft 365, and other common desktop applications.</li> <li>- Open to learning and support designing new services.</li> <li>- ITIL Foundations certification is desirable.</li> <li>- Excellent leadership skills, with the ability to inspire, motivate, and develop a team of engineers.</li> <li>- Excellent communication skills, with the ability to communicate technical information to non-technical users.</li> <li>- Strong problem-solving skills, with the ability to analyse complex issues and identify practical solutions.</li> <li>- Excellent customer service skills, with the ability to provide positive customer experience in high-pressure situations.</li> </ul>

<p><b>Āhukatanga Māori</b></p>	<ul style="list-style-type: none"> <li>- Engages in cultural activities and has a sound understanding of Āhukatanga Māori (values, culture and tikanga).</li> <li>- Understands and uses basic Te Reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification).</li> <li>- Prepared to increase knowledge, understanding and everyday use of te reo and āhukatanga Māori and support other kaimahi in the same endeavour.</li> <li>- Ability to actively apply Te Wānanga o Aotearoa values in the workplace.</li> </ul>
<p><b>Essential Attributes:</b></p>	<ul style="list-style-type: none"> <li>- <b>Analytical Ability</b> - Analyses, investigates and interprets data, issues and situations.</li> <li>- <b>Business Acumen</b> - Understands the business; uses knowledge of the organisation and external markets to identify potential risks, threats and opportunities – demonstrates sound business sense.</li> <li>- <b>Critical Thinking</b> - Examines issues and ideas and then identifies a variety of assumptions and perspectives, including both for and against, good and bad.</li> <li>- <b>Customer Focused</b> - Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light.</li> <li>- <b>Focused Attention</b> - Concentrates on a task over a period without being distracted.</li> <li>- <b>Problem Solving</b> - Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult business problems and creates effective solutions.</li> <li>- <b>Team Work</b> - Works collaboratively with a group of people, in order to achieve a goal.</li> <li>- <b>Time Management</b> - Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</li> </ul>