



“Our Purpose” – ‘Advance animal welfare, and prevent cruelty’

How You help deliver to “Our Purpose”

POSITION TITLE: ICT Service Specialist
FTE / HOURS OF WORK: 1.0 FTE / 40 Hours per week
LOCATION: SPCA National Office (Auckland)
REPORTS TO: Systems & Information Manager (F&SS)
DIRECT REPORTS:

THE FINANCE & SHARED SERVICES TEAM:-

As a team, we are focused on delivering support services and information to our colleagues, governance groups, SPCA supporters and regulatory authorities. Within the context of SPCA beliefs, values and guiding principles our team achieves to deliver on the following precepts;

- We are trusted;
- We get things done;
- We provide useful information;
- We help provide the tools that keep us working, informed and in touch; and
- We value our people and know that they are at the core of all that we do.

ROLE PURPOSE:

The purpose of the ICT Service Specialist’s role is to:

- Establish an apps and services register that defines the SPCA IT environment
- Develop a set of service management metrics (standards) and supporting processes to ensure the delivery of services to expectation
- Oversee the operation of the SPCA internal IT Support services
- Enhance SPCA IT support processes to ensure the SPCA provide an exceptional IT support services to internal staff
- Manage the operation of telephony and contact center support services
- Actively manage security requirements, standards and policies
- Run the SPCA projects, plans and initiatives office (PPIO) framework
- Be the ‘go to’ business analysis and project management resource for high priority IT projects
- Demonstrate SPCA beliefs, values and behaviors both within the Finance & Shared Services Team and within the wider organisation.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. IT Support Services	<ul style="list-style-type: none">• Ensure proactive maintenance tasks are being completed in accordance with our policies,



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	<p>including the aligned standards and supporting procedures.</p> <ul style="list-style-type: none">• Coordinate with our external IT Support partner(s) to set and administer policies, processes and standards that will deliver an exceptional IT support service• Oversee reactive service desk functions, including; Incidents, answering enquiries, identify and resolve IT systems or process issues and delivering service requests
2. Security	<ul style="list-style-type: none">▪ Actively implement security policies, plans and procedures according to security audit recommendations▪ Ensure that the SPCA complies with all security, privacy, and regulatory requirements
3. Projects, Plans and Initiatives Office (PPIO)	<ul style="list-style-type: none">▪ Support SPCA projects within the PPIO management framework▪ Operate and further develop the PPIO office▪ Provide SDLC, project management and business analysis guidance, expertise and support▪ Provide RFP preparation and execution support▪ Manage and coordinate change requests▪ Coordinate the rollout and BAU support for SPCA enterprise reporting
4. Actively contributes to Health & Safety	<ul style="list-style-type: none">• Ensures compliance with the <u>Health and Safety Act 2015</u> by:<ul style="list-style-type: none">▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others▪ complying with all health and safety instructions, policies or procedures, including but not limited to;<ul style="list-style-type: none">○ reporting incidents and unsafe practices as soon as they occur○ identifying risks, reporting them and taking appropriate action to mitigate them○ knowledge, and compliance of, emergency procedures▪ completing mandatory training within the required timeframes



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5. General	<ul style="list-style-type: none">▪ Ensure all projects align with the SPCA strategic reference architecture and roadmap▪ Work both within the Finance & Shared Services Team and the broader organisation to enhance and improve processes, systems and our people; and▪ Carry out other duties as reasonably required.
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KEY RELATIONSHIPS:

Internal

- General Manager of Finance & Shared Services;
- Systems and Information Manager; and
- CEO and Senior Leadership Team.

External

- 3rd party IT Support;
- 3rd party ICT suppliers;
- IT contractors and resources .

DELEGATED & FINANCIAL AUTHORITIES:

- Work within the DFA parameters set for the Systems and Information Manager when required and authorized

QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

QUALIFICATIONS:

- Ideally hold an Undergraduate degree in a relevant discipline;

SKILLS, EXPERIENCE & KNOWLEDGE:

- Excellent communication, time management and problem solving skills;
- Exceptional interpersonal and communication skills used to promote positive relationships and deliver internal, customer facing solutions;
- Demonstrate familiarization with servant leadership and situational leadership techniques;
- A collaborative team player with a can do attitude;
- Demonstrative experience in the application of service delivery best practices;
- Demonstrated all-round IT project management/team leading competencies;
- Results-oriented;
- Strong business and financial acumen;
- Demonstrate in-depth knowledge of SDLC, business analysis and project management;



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- Business Requirements gathering and Process Mapping skills
- Knowledge of the application of reference and data architecture models;
- Familiar with data governance frameworks and their application;
- Experienced in RFP creation and execution;
- ITIL Certification or demonstrated experience (preferred);
- Knowledge of Microsoft based systems
- Knowledge of Smartsheet work management tool
- Knowledge of PowerBI
- 5 years + relevant industry experience

PERSONAL ATTRIBUTES:

- Commitment to promoting honesty and integrity in all actions and encouraging the same in others;
- A high-level of emotional awareness/intelligence;
- Personal confidence and experience of communicating with broad stakeholder groups; and
- Knowledge and/or understanding of and empathy for animal welfare.





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KEY ACCOUNTABILITIES	KEY ACTIVITIES/TASKS	KEY PERFORMANCE MEASURES & INDICATORS
Coordinate with our external IT Support partner to set and administer policies, processes and standards that will deliver an exceptional IT support service	<ul style="list-style-type: none"> ➤ Meet and liaise with 3rd party IT support; ➤ Determine and put in place policies process and standards to achieve a high level of IT support service ➤ Set monitor and report IT service KPIs ➤ Define internal business processes to support the IT service delivery model 	<ul style="list-style-type: none"> ➤ Great feedback from internal staff ➤ Monthly IT support KPI reporting ➤ Demonstrate adherence to standards, aligned to policy objectives
Answer enquiries, Identify and resolve IT systems and process issues	<ul style="list-style-type: none"> ➤ Act as the main point of contact for addressing any enquiries and questions related to IT matters within the SPCA. ➤ Analyse support data to pro-actively identify and resolve IT systems and process issues ➤ Manage internal SPCA IT support service expectations 	<ul style="list-style-type: none"> ➤ Ensure all queries are answered in a prompt and appropriate manner ➤ Analyse data to gather data insights from the IT support data portal
Run IT Support Projects	<ul style="list-style-type: none"> ➤ Project manage IT support projects required to align current IT systems with the IT reference architecture ➤ Project manage IT support projects required to improve the IT support services 	<ul style="list-style-type: none"> ➤ Set up projects in the SPCA work management tool; ➤ Execute projects and report progress ➤ Strive for each project to be successfully delivered in a timely manner ➤ Identify and communicate project risks in a timely manner
Implement security policies, plans and procedures according to security audit recommendations	<ul style="list-style-type: none"> ➤ Actively implement security policies, plans and procedures according to security audit recommendations ➤ Fully understand the implications of security audit recommendations and actively manage their resolution 	<ul style="list-style-type: none"> ➤ Manage and maintain a list of security issues and their resolution through to completion



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Ensure that the SPCA complies with all security, privacy, and regulatory requirements	<ul style="list-style-type: none">➤ Liaise with internal privacy officer to ensure SPCA systems and data comply with privacy regulations	<ul style="list-style-type: none">➤ Actively implement SPCA privacy and security policies and procedures when managing and overseeing projects in the PPIO framework
Support SPCA projects within the PPIO management framework	<ul style="list-style-type: none">➤ Support new SPCA projects in adopting and using the PPIO framework➤ Promote the PPIO management framework throughout SPCA➤ Provide PPIO training and advice	<ul style="list-style-type: none">➤ Set up new policies, standards and procedures to help guide PPIO projects➤ Provide training materials and help sessions
Operate the PPIO office	<ul style="list-style-type: none">➤ Assist in the further development and evolution of the PPIO office implementation in conjunction with the Systems and Information Manager➤ Administer project gateways, project proposals, project completions	<ul style="list-style-type: none">➤ Report PPIO office project statistics➤ Actively develop the PPIO office framework
Manage change control processes and requests	<ul style="list-style-type: none">➤ Monitor and qualify requests for change➤ Actively improve the change control processes in conjunction with the Systems and Information Manager	<ul style="list-style-type: none">➤ Provide insights into the success of the change control system➤ Address any enquiries and issues in a timely manner➤ Suggest process improvements
Provide SDLC, project management and business analysis guidance, expertise and support	<ul style="list-style-type: none">➤ Provide business analysis and project management help and advice➤ Provide SDLC insights and advice to projects new to IT	<ul style="list-style-type: none">➤ Complete business analysis and project management work when required to help resource SPCA projects
Provide RFP preparation and execution support	<ul style="list-style-type: none">➤ Develop RFP requirement and assessment templates➤ Advise projects on how to run RFPs and assess results	<ul style="list-style-type: none">➤ Provide help and assistance to RFP projects



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Coordinate the rollout and BAU support for SPCA enterprise reporting	<ul style="list-style-type: none"> ➤ Plan rollout according to SPCA strategic initiatives and roadmap in conjunction with the Systems and Information Manager ➤ Liaise with SPCA functional teams to rollout enterprise reporting dashboards ➤ Manage development resources ➤ Coordinate development training and support 	<ul style="list-style-type: none"> ➤ Oversee the rollout plan and report progress ➤ Identify and clear roadblocks
Ensure all projects align with the SPCA strategic reference architecture and roadmap	<ul style="list-style-type: none"> ➤ Familiarise with the IT strategic roadmap, systems and reference data architecture 	<ul style="list-style-type: none"> ➤ Ensure that all work is prioritised according to the IT strategic roadmap ➤ Ensure SPCA IT Architecture principles are followed ➤ Consider the SPCA reference architecture in all IT work activity
Work both within the Finance & Shared Services Team and the broader organisation to enhance and improve processes	<ul style="list-style-type: none"> ➤ Focus on the elimination and/or automation of unnecessary administrative tasks ➤ Ensure that all processes are documented, prioritised and optimised 	<ul style="list-style-type: none"> ➤ Scope in conjunction with the Systems and Information Manager, programmes, projects and initiatives to deliver process and systems enhancements/developments.
Actively contribute to Health & Safety.	<ul style="list-style-type: none"> ➤ Ensure that a safe and healthy working environment is always maintained; ➤ Establish and comply with Health and Safety legislation and regulations; ➤ Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace; ➤ Contribute towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015); 	<ul style="list-style-type: none"> ➤ Strive to achieve a zero harm environment ➤ Report any near misses or incidents in a timely manner



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	<ul style="list-style-type: none">➤ Be aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly; and➤ Develop knowledge of and the ability to apply emergency procedures.	
Participate as a professional and constructive member of IT	<ul style="list-style-type: none">➤ Attends team meetings as required; and➤ Contribute towards the achievement of IT strategic and operational goals of the SPCA.	
Carries out other duties as required from time to time	<ul style="list-style-type: none">➤ Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position.	