

ICT Business Partner

Business Services

Reporting to Manager Business Services

Location Auckland

Being a Public Servant

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Position purpose

The purpose of the role of ICT Business Partner is to lead, manage, and deliver ICT operations cross the SFO. ICT Business Partner's remit includes proposing ICT strategy and proposing and planning the ICT work programme; managing IT security and network infrastructure; managing and delivering ICT projects; delivering ITC services; and managing ICT procurement, vendor management, and contract management. The ICT Business Partner leads, manages, and supports ICT people resources as and when engaged by the SFO.

What we do matters – our purpose

The Serious Fraud Office (SFO) is a small, highly specialised government department responsible for the prevention, investigation, and prosecution of serious or complex financial crime, including corruption.

How we do things around here – our principles

Excellence	A world class financial crime and corruption agency
Connect	Stronger together
Pride	In all that we do

What you will do to contribute	As a result, we will see
<p>ICT Strategy and Policies</p> <ul style="list-style-type: none"> • Write and propose the IT Strategy • Collaborate with the Manager Business Services and SLT to gain consensus and confirm the IT Strategy • Provide ICT advice • Write and propose IT policies • Educate users about IT policies • Investigate and remediate policy breaches 	<ul style="list-style-type: none"> • ICT Strategy is comprehensive, robust, fit for purpose, right scale, and meets organisational objectives • Strategy consensus is gained with minimal re-writes required • ICT advice is well-considered and robust • Policies are well constructed • Users are aware of policies and any policy changes • Policy breaches are investigated, escalated appropriately, and remediated
<p>ICT Security, Network, Risk, and Audit</p> <ul style="list-style-type: none"> • Manage, monitor, and deliver ICT security • Ensure security mechanisms and delivery is aligned with government agency and legislative requirements • Disseminate security education across the organisation • Investigate and resolve security breaches • Manage the ICT risks on the SFO's risk register, and mitigate and resolve issues • Ensure the network infrastructure is stable and reliable • Co-ordinate the audit process and work collaboratively with auditors • Manage the SFO's Information Security committee (INFOSEC) 	<ul style="list-style-type: none"> • Security is fit-for-purpose, robust, and compliant • Breaches are resolved and remediated so that they do not reoccur • All users are educated about security requirements and security risks • The SFO's risk register is accurate and maintained with regard to ICT risks, risks mitigated and escalated appropriately • Network infrastructure is maintained, and outages minimised • SLT and/or INFISEC committee is appropriately informed of ICT risks. T • The INFOSEC committee is effectively managed • The audit process is effective, and no significant breaches are identified • Audit recommendations and acted upon
<p>ICT Work Programme, Projects, Budget</p> <ul style="list-style-type: none"> • Propose the annual ICT work programme and gain consensus from the Manager Business Services or SLT as relevant • Forecast the ICT budget, gain budget approval, manage spend, and report against the budget, collaborating with the Finance team and Manager Business Services • Ensure capacity is retained to insert any urgent and unforeseen ICT work or projects • Plan, manage, and deliver the work programme and ICT projects 	<ul style="list-style-type: none"> • The ICT work programme is well constructed and requires minimal changes • Budget accurately forecast, spend is within budget, and accurate reports are produced • The work programme has capacity for priority changes and new work • The programme of work and projects are well planned, managed, and delivered to meet objectives and budget

What you will do to contribute	As a result, we will see
<p>ICT Service Delivery</p> <ul style="list-style-type: none"> • Manage the day to day delivery of ICT services • Ensure ICT service delivery is within service level agreements (SLAs) <p><u>Hardware</u></p> <ul style="list-style-type: none"> • Provision hardware for new employees • Manage the end-of-life disposal, replacement, and upgrade process • Undertake or direct cabling tasks <p><u>Network</u></p> <ul style="list-style-type: none"> • Monitor the network to ensure connectivity and capacity • Escalate issues to the management service provider (MSP) for resolution • Communicate with users any network access issues or down times <p><u>Software / Applications</u></p> <ul style="list-style-type: none"> • Configure operating systems • Identify software / applications requirements • Set-up software / applications <p><u>Support</u></p> <ul style="list-style-type: none"> • Provide hardware and software support to users • Troubleshoot and resolve issues, in-person, by phone, and remotely • Escalate unresolved issues to the managed service provider (MSP) • Manage and support the use of meeting room technology 	<ul style="list-style-type: none"> • The delivery of day to day ICT services is well managed and executed, and uninterrupted • Service delivery meets SLAs <p><u>Hardware</u></p> <ul style="list-style-type: none"> • New employees are provisioned with their hardware requirements in readiness for their first day of employment • End-of-life hardware is disposed in line with policy • Replacement and upgraded hardware are distributed in an effective manner <p><u>Network</u></p> <ul style="list-style-type: none"> • Network issues are escalated and resolved in a timely manner • Manager alerted to all network issues <p><u>Software / Applications</u></p> <ul style="list-style-type: none"> • Operating systems are configured accurately • User software and applications requirements are researched, identified, and provisioned <p><u>Support</u></p> <ul style="list-style-type: none"> • Users are supported in a customer centric, professional, and effective manner • Issues are troubleshooted and resolved efficiently • Unresolved issued are escalated to the MSP in a timely manner, and followed up until resolution is achieved • Meeting room technology is operational, at all times • Users are supported to use meeting room technology • Feedback from users is resoundingly and consistently complementary

What you will do to contribute	As a result, we will see
<p>Procurement, Vendors, Service Providers</p> <ul style="list-style-type: none"> Identify procurement requirements and produce business cases Identify potential vendors and service providers, and specifically All of Government approved vendors In collaboration with the Manager Business Services, write RFP documentation, and manage the RFP process Co-ordinate the vendor selection and contract process Manage contract delivery, and remediate issues Manage vendor and service provider relationships Ensure purchasing approval process is adhered to 	<ul style="list-style-type: none"> Procurement requirements identified accurately and in a timely manner Business cases well-constructed, and budget component accurately identified RFP and vendor selection process is robust Contracts are managed optimally Vendor relationships are optimal, and managed with integrity and professionalism All purchasing is pre-approved
<p>Reports, Papers, Presentations, Surveys</p> <ul style="list-style-type: none"> Produce cyclical and ad-hoc reports Produce papers and presentations for internal and external audiences Respond to sector surveys 	<ul style="list-style-type: none"> Reports are accurate, and prepared and disseminated on time Papers and presentations are accurate, well-constructed, and objective aligned Surveys completed and submitted on time
<p>Leadership</p> <ul style="list-style-type: none"> Lead, manage, and support ICT people resources as and when engaged by the SFO, including service providers and contractors 	<ul style="list-style-type: none"> ICT people resources are led, managed, coached, mentored, and supported to effectively execute their responsibilities
<p>Knowledge and Improvement</p> <ul style="list-style-type: none"> Stay appraised of new and best in class technology Support a culture of continuous improvement Establish and maintain a network of collaborators and information sharers across industry and government networks 	<ul style="list-style-type: none"> The ITC Business Partner is at the forefront of innovation knowledge and technology shifts and enhancements Knowledge is generously shared SFO has a culture of continuous improvement in technology Network gained information sharing benefits SFO
<p>Relationship Management</p> <ul style="list-style-type: none"> Attend Government CIO Forum meetings as required Build and maintain relationships with GCIO/DIA/NCSC/Justice sector/other government user groups Build and maintain effective relationships with ICT vendors and suppliers 	<ul style="list-style-type: none"> Effective relationships with stakeholders

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<p>Work Hours The responsibilities of this role require the ICT Business Partner to work non-standard hours to fulfil the planned Work Programme, and to remediate network and systems issues, and outages.</p>	<ul style="list-style-type: none"> • ICT Business Partner commits to availability to work non-standard hours as planned and as required • Policies and procedures in relation to non-standard hours worked are adhered to

Who you will work with to get the job done	
Internal	Manager Business Services
	ELT
	All Users
External	Vendors and Service Providers
	Networks – industry and government agencies

Your delegations	
Financial delegations	Nil
Direct reports	IT Support Engineer

Your competency profile	What you will bring specifically
Keys to Success:	<p>Experience</p> <ul style="list-style-type: none"> Held an ICT operations senior level or leadership role Held IT Engineer roles across Network, Hardware, Software Worked in a 'software as a service' environment Managed ICT people resources Procurement experience Project management experience <p>Skills</p> <ul style="list-style-type: none"> Comprehensive practical knowledge of Network Infrastructure Comprehensive practical knowledge of a wide range of hardware Comprehensive practical knowledge of a wide range of software and applications Effective communication skills Effective relationship management skills Effective and customer centric service delivery skills Demonstrates a growth mindset <p>Qualifications</p>

Your competency profile	What you will bring specifically
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ICT related tertiary qualification or equivalent experience