



POSITION DESCRIPTION | TE WHAKAATURANGA MAHI

Position Details (*Ngā Taipitopito Tūranga*)

Position Title	Senior Platform Specialist
Business Unit	Digital Services
Reports to	Digital Technology Manager
Location	Whitireia and WelTec Campuses
Date	October 2025

WelTec & Whitireia: Our Purpose (*Ko tōna iho*)

Whitireia (Te Kura Matatini o Whitireia) and WelTec (Te Whare Wānanga o te Awakairangi) are highly respected institutes of technology established under the Education Act. In 2012 the institutes formed a strategic partnership to build on the strengths of the existing institutions through greater collaboration. The key driver of the partnership is putting ākonga first and together we serve ākonga in the Wellington region and across New Zealand.

Whitireia and WelTec change lives. We provide professional, vocational, and foundation education where ākonga learn the real skills they need to build careers and successful productive lives. We work collaboratively with employers to ensure our training is relevant and we contribute to the economic and social well-being of our communities by providing people with the applied and life skills needed for success. We do this for school leavers, those in employment who are upskilling, and those returning to work or changing careers. We offer all levels from foundation courses to specialised Masters degrees, across a range of subjects.

Our Guiding Principles (*Ngā Mātāpono*)

We put people at the heart of everything we do. Key principles that underpin the way we operate include:

Te Tiriti o Waitangi – Uphold the commitment made by the Crown to Rangatira, including the acknowledgement of rangatiratanga and responsiveness to Māori. Understanding that Te Tiriti o Waitangi is foundational to every aspect of the education system and the relevant principles need to be operationalised in our organisations.

Flexibility – providing for the diverse needs of learners through blended and adaptable teaching and learning models and engaging and valuing ākonga as individuals with unique needs and aspirations.

Community engagement – engaging actively with Iwi and priority groups to encourage participation and success; alignment with secondary schools to provide seamless transitions into tertiary study; close involvement with local communities and economic bodies.

Active collaboration – working hand-in-hand with industry and employers to ensure the relevance of vocational education to the needs of industry. Providing real-world learning experiences for ākonga, increasing

industry productivity through sharing knowledge and research and collaborating with Government to align with broader New Zealand objectives and resources.

Leadership – providing a framework and a vision for the vocational sector in New Zealand that garners support from education providers, Government, industry, learners, their influencers and the communities we serve.

Advancement of New Zealand – providing measurable economic and social benefit to New Zealand through increasing capability and employability of ākonga, supporting international ākonga engagement (onshore and offshore), building economic resilience, entrepreneurial capability and a skill base that is transferable and transportable on a global basis.

Whitireia & WelTec’s Vision (Whakakitenga)

Learning together. Transforming lives. Te ako ngātahi. Te whakaahua kētanga o te tangata.

Whitireia & WelTec’s Values (Ngā Kaupapa e whā)

Our values are what define us as one of New Zealand’s most honoured tertiary institutions. Our faculty, kaimahi and ākonga follow and live by our values.

- Whakapapa (A sense of belonging for all learners)
- Whanaungatanga (Connected through partnerships)
- Manaaki (Supporting, growing, challenging)
- Tikanga (Doing things the right way, according to values)

Digital Services

The role of Digital Services is to provide supported sustainable technology solutions to business issues. We aim to work collegially with our customers, the kaimahi and ākonga of WelTec and Whitireia. We deliver:

- Service Desk and Desktop support
- Management of ICT Fleet throughout its lifecycle
- Management of a broad service change portfolio and business aligned system improvements.
- Management of line of business applications
- Management of our Infrastructure and Cloud compute platform, including Messaging, Identity, collaboration and security along with a managed country-wide network.

Position Purpose (Take Tūrangā)

The Senior Platform Specialist is responsible for ensuring the stability, integrity, security, efficient operation and administration of the digital infrastructure, applications, and databases at WelTec and Whitireia. Your duties will encompass analysing platform performance, detecting and troubleshooting system problems, and ensuring seamless operations.

The Senior Platform Specialist roles cover an array of different platforms. Each Senior Platform Specialist will focus on one or more of the listed areas with their skillset and will be the subject matter expert in one of the platforms.

- Cloud and Infrastructure – Infrastructure, Cloud Services, Office365, Infrastructure as code
- Security – All aspects of platform and cyber security operations
- Networking – Mgmt of WAN/LAN/Internet and Wifi services
- Applications – SMS, FMIS, LMS, Payroll, etc

Key Accountabilities (*Ngā takohanga matua*)

Responsibilities of this position are expected to change over time as Whitireia and WelTec respond to changing needs. The incumbent is expected to adapt and develop as the environment evolves. To ensure the focus of responsibilities remains up to date, the intention is for the high-level description below to be supported by short term (e.g. six months) roll-over action plans prepared by the incumbent and agreed with their manager.

Cloud and Infrastructure

- Maintains a high level of knowledge and expertise on Cloud Infrastructure services, particularly Microsoft 365, Azure but also across other Cloud infrastructures such as Private Clouds. This role is expected to be the leader in maintaining technology currency with Cloud technology developments, including serverless and function based computer architecture
- Will also have responsibility for support and maintenance of other Cloud areas such as Messaging and Identity, Microsoft Cloud Suite of Applications, Remote Access, Security, Monitoring, Backup/DR.
- Will maintain Windows server technologies (areas such as AD, DNS, DHCP, GPO's, NPS etc) and applications, along with development and maintenance of powershell scripting and automation.

Security

- Cloud Security, Focusing Office 365 suite of security tools – Maintaining extensive and current knowledge on Cloud security threats, trends and issues across the sector, industry and within our own environment.
- Configures, secures and implements the technical configurations for all Office 365 collaboration products.
- Drives use of Cloud App Security, secure score, Azure information protection, and Advanced Threat Protection.
- Works with Business Analysts, institutional Records team, and Information Management group to implement Cloud Services (particularly SharePoint technologies) security and configuration as needed.
- Investigate security breaches and other cyber security incidents.
- Install security measures and operate software to protect systems and information infrastructure, including firewalls and data encryption programs.
- Document security breaches and assess the damage they cause.
- Work with security partner to perform tests and uncover network vulnerabilities.
- Select methods and techniques for identifying and advocating effective security solutions.
- Develop approaches to address critical cyber security issues.
- Fix detected vulnerabilities to maintain a high security standard.
- Research security enhancements and make recommendations to management.

Networking

- Networking – Maintains a high level of knowledge and expertise across all aspects of networking to include, but not limited to the design, security, performance and operation on Firewall, LAN, Wi-Fi and WAN links. The scope of the networking responsibility includes all Cloud and On-premise networking services.
- Lead the design and delivery of all network related matters to ensure the organisations are well connected to the Cloud, Internet and on-premise services in a robust, reliable and responsive manner.
- Works with the other platform specialists to ensure the Infrastructure is well connected and that the network is fit for purpose and able to deliver the necessary connectivity required for their organisations.

Applications

- Maintains subject matter expertise on current Microsoft technologies used within the organisation.
- Maintains up to date knowledge of process automation and application integration technologies.
- Maintains a deep level of understanding for the Line of Business systems used within the organisation.
- Plan, install, configure, and manage business application services throughout their lifecycle.
- Plan, schedule, and execute changes to systems, such as minor and major system upgrades.
- Ensure that the security and performance of systems and services is maintained.
- Perform adequate system testing and liaise closely with Application Support Analyst and Independent Software Vendors (ISVs) to define or refine testing plans.
- Troubleshoot underlying root causes to current and new systems and business services.

Common

- OnCall for Out of hours issues as part of a rota with other Platform Specialists. (if required/requested).
- Additional technical services as needed by Digital Technology Manager.
- Providing training and support to the wider digital team.
- Creates and maintains Knowledge Base articles on supported applications, including user guides and digital internal articles. All work is logged in the service management tool.
- Contribute to job, problem management and other operational work within the wider Service Centre function as needed to support the team and service provision. Ensure accurate data/records maintenance and updates to core systems and records within the Service Management System.
- Mentoring Platform Specialists in their area of expertise.

Health and Safety

- Maintain knowledge of Health and Safety procedures and actively support safe work practices in your work area.
- Take all practicable steps to ensure you neither yourself or anyone else is harmed.
- Comply with health and safety procedures as outlined in Taikura, in particular reporting all incidents and proactively identify hazards and support their management.

Collaborative Relationships

- Develop and maintain strong, positive and collaborative relationships that enhance the strategic partnership of WelTec and Whitireia.
- Work with others collaboratively and constructively to achieve successful outcomes.
- Support the work of the Team and wider Institute campuses by actively learning and developing and responding to constructive feedback in order to continually improve the quality of work produced.
- Develop and maintain the trust, respect and confidence of colleagues.

Valuing and Nurturing Diversity

- Recognise and positively respond to the different needs of particular groups and individuals within the Institutes' communities.

Culture

- Support and maintain a culturally safe environment and recognise the role of the Te Tiriti o Waitangi in providing a framework for this in Aotearoa/New Zealand.

Māori Responsiveness

- Interacting effectively with Māori taking into consideration tikanga and kawa. Working in conjunction with mana whenua to apply the principles through operations.

Other Duties

- Any other duties as requested by your Manager/Director.

Position Dimensions *(Te rahinga o te tūranga)*

Financial delegations	No
HR delegations	No
People Management	No
Key Internal Relationships	Digital Services Team, Information & Reporting teams, Business Services customers and team leaders
Key External Relationships	Microsoft, application and hardware vendors. Peers in other Teritary Institutions

Person Specifications *Tātai pūmanawa*)

Qualifications and Experience	<p>Degree or equivalent</p> <p>Networking</p> <ul style="list-style-type: none"> At least five years working in Networking Infrastructure 2/3rd level role. At least equivalent to CCNP level knowledge, preferably CCIE level knowledge in Networking Technologies. <p>Security</p> <ul style="list-style-type: none"> At least 2 years' experience in a IT Security based role At least MCSA (Cloud Platform) level knowledge, preferable to be MCSE (Infrastructure or Productivity) level knowledge in O365 / Azure services <p>Cloud and Infrastructure</p> <ul style="list-style-type: none"> At least five years working in Applications or Infrastructure 2/3rd level role Extensive experience in IaaS, 365 and Cloud services (O365 / Exchange Online / Azure AD / MS Teams), including Vendor management Windows server technologies (areas such as AD, DNS, DHCP, GPO's, NPS etc) and applications, along with ability to write and utilise scripts as major part of work activities. Powershell is a must, but good knowledge of other languages & Common API's is desirable Expertise in developing roadmaps and implementation plans from general briefing to management to detailed planning with internal/external technical staff Highly knowledgeable in current IaaS technologies and Services such as Azure, Hypervisor technologies (HyperV), Cloud Service Automation and governance <p>Applications</p> <ul style="list-style-type: none"> Worked with a large scale Student Management System or similar ERP product in a technical capacity for at least two years. Experience developing or implementing batch and real time interfaces to corporate systems. Two years or more experience in administering complex digital platforms. Technical qualifications or equivalent experience in the following: MS SQL server (2014 and newer), Artena, Finance One, APlus+, Chris21 or other ERP solutions
Specialist Knowledge and Skills	<ul style="list-style-type: none"> Expertise in developing roadmaps and implementation plans from general briefing to management to detailed planning with internal/external technical staff ITIL Knowledge and experience. Experience of acting as part of an after hours support team Ability to deliver coherent architecture diagrams and documents

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- Ability to concisely explain complex issues and solutions to those around them
 - Highly skilled in documenting work and systems across multiple technologies and locales (i.e. ServiceNow)
 - Scripting – able to write and utilise scripts as major part of work activities.

Personal Attributes

- Excellent customer service skills
 - Experience in training in technical content
 - Effective written and oral communication skills, including the ability to communicate information in terms that the audience can understand
 - A high degree of integrity and confidentiality in dealing with the personal information of others.
 - Manages time effectively
 - Prioritises work appropriately
 - Works well in a team environment and independently
 - Utilises personal skills to achieve goals and a high standard of performance.
 - Ability to work positively as part of a team through a complex period of change
 - Willingness to be flexible in accepting changing work patterns.
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