

Technology Manager

Position Description

Date	January 2021
Location/Business Unit	Technology & Operations Group – Auckland or Wellington
Reporting to	Chief Technology & Operations Manager (CTOO)
Direct Reports	The Technology Team and the Transmission Team
Functional Relationships	Technology and Operations Group, Te Ihu Waka (RNZ Senior Managers), key systems users across all RNZ areas, stakeholders, external contractors and product/service providers.
Position Type	Permanent, full-time

The Role / Position Purpose

Technology Manager is responsible for RNZ's Corporate, Production, Broadcast, Digital and Transmission infrastructure and also supports the business providing comprehensive Technology services to enable RNZ's high value content and outcomes.

You will lead a team of people who will deliver professional, efficient and effective solutions to contribute to RNZ's strategy. Providing inspiration and inclusive leadership to your teams is a key component of this position. As part of the Technology and Operations Group, the position works collaboratively across the Group and leverages the full range of technologies to deliver its services. It also contributes to RNZ's technology strategic planning and to the Leadership Group. You may be required to deputise for the CTOO from time to time.

Position Accountabilities – what you're responsible for

Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
Technology Service delivery: <ol style="list-style-type: none"> (1) RNZ kaimahi are equipped with fit for purpose IT equipment, systems and support to deliver their job outcomes (2) RNZ growth and transformation is supported by systems and infrastructure that is strategically planned and upgraded. (3) Audience needs are met through an intimate understanding of programming and content requirements 	Technology Service delivery: <ol style="list-style-type: none"> (1) Provide a high quality and trusted help desk support service to meet RNZ kaimahi Technology requirements including inventory. (2) Develop plans for managing system and network performance, capacity, security and ensure that they are implemented. (3) Maintain effective and collaborative working relationships across the business (4) Regular training opportunities are provided to kaimahi across the key products (5) Develop and maintain new and efficient technologies and work processes to support the business.
Service delivery - Digital platform <ol style="list-style-type: none"> (1) RNZ Digital platforms and solutions are industry best practice and fit for purpose for RNZ. (2) All associated technical components of the web platform are managed and included in the planning and implementation of changes. (3) Web technical upgrade projects are managed 	Service delivery - Digital platform <ol style="list-style-type: none"> (1) In conjunction with the service provider and the Product Team, manage and administer the system components of the overall digital platform driving rnz.co.nz and related digital products and applications (2) Ensures changes are managed through change management process. (3) Ensure that upgrades are driven by valid business requirements, are planned, cost estimated and resourced.

Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
	(4) Technology and Product maintains a close and collaborative relationship
<p>Transmission Platform Management</p> <p>(1) RNZ Transmission is clearly linked to the RNZ Strategy</p> <p>(2) Transmission networks are managed, and targets met.</p> <p>(3) RNZ makes effective use of third party transmission services inclusive of Satellite, DTT, Streaming etc.</p>	<p>Transmission Platform Management</p> <p>(1) Ensure appropriate levels of monitoring are in place and that anomalies at the sites are detected, followed up and responded to.</p> <p>(2) Manage all contracts effectively and ensures that the outcomes are of value to RNZ.</p> <p>(3) In conjunction with the CTOO and the Transmission Engineering Specialist, contribute to the development of the RNZ Transmission strategy.</p> <p>(4) Contribute to the planning, design, costing and integration of additional transmission services.</p>
<p>Transmission Site Management:</p> <p>(1) RNZ transmission sites are monitored and well managed.</p> <p>(2) Sites meet the required health and safety standards.</p> <p>(3) Resources consent requirements are met.</p> <p>(4) Contracts and titles for land, use of land, co-site etc are managed.</p> <p>(5) Requests for acquisitions and easement from external parties and government agencies are analysed and recommendations provided.</p>	<p>Transmission Site Management:</p> <p>(1) Maintain an accurate and current transmission site database with all required site data.</p> <p>(2) Monitor the site contracts, including expiry dates to ensure that RNZ is not in breach of contracts and does not lose out on opportunities.</p> <p>(3) Investigate the impact on RNZ transmission resulting from external requests on sites in conjunction with the Transmission Engineering Specialist.</p> <p>(4) Work with third party support to manage the various local and government requirements including District Planning etc.</p>
<p>Programme and Project management:</p> <p>(1) New initiatives and project work is balanced against business as usual service delivery</p> <p>(2) Projects are delivered to agreed objectives and are actively managed.</p> <p>(3) Robust project management methodologies are implemented to assist the successful completion of development projects</p> <p>(4) Change is well planned and introduced collaboratively</p>	<p>Programme and Project management:</p> <p>(1) Maintain Technology wide programme of projects.</p> <p>(2) Ensure resources for projects are planned, allowing for service delivery</p> <p>(3) Contribute to all RNZ projects that have Technology components.</p> <p>(4) Lead and deliver on Technology projects.</p>
<p>Kaimahi leadership and development:</p> <p>(1) Kaimahi have clear line of sight from their work plans to RNZ's strategic goals</p> <p>(2) The culture at RNZ is safe, supportive and encourages excellence</p> <p>(3) Ensure Technology kaimahi develop and maintain relevant skills and expertise and these are well coordinated across the team;</p> <p>(4) Roles and accountabilities within the teams are clearly defined and understood;</p> <p>(5) Direct reports are engaged, productive and well supported by your leadership style</p> <p>(6) Succession planning is in place</p>	<p>Kaimahi leadership and development:</p> <p>(1) Provide clear directions for kaimahi, in regard to their immediate work plans, annual objectives and the longer-term Technology Strategy</p> <p>(2) You provide inclusive leadership and model the attitudes of RNZ</p> <p>(3) Plan and monitor achievement of direct report kaimahi goals taking corrective or supportive action as required, promptly and effectively</p> <p>(4) Work with kaimahi to identify and implement training and development opportunities.</p> <p>(5) Provide excellent coaching, mentoring and support for direct reports and members of the wider team and organisation</p> <p>(6) Identify critical positions for succession planning and implement strategies to develop existing kaimahi for succession planning purposes</p>
<p>Financial Operations:</p>	<p>Financial Operations:</p>

Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
(1) Technology group's financial operations are managed effectively within budget.	(1) Develop business plans and forecast budgets for group's activities; (2) Support the CTOO with the development of annual capital expenditure plans for the business (3) Monitor budget expenditure against plans, taking corrective action as required; (4) Provide CTOO with robust and timely analysis of group's financial position with appropriate recommendations as required.
Risk Management: (1) Minimises risk and maximises opportunities to ensure success of RNZ.	Risk Management: (1) Ensure that risks and opportunities are identified and managed. (2) In liaison with the CTOO, maintain an effective Technology Risk Register and report regularly against it. (3) Appropriate knowledge transfer and documentation for the IT and Technology & Operations kaimahi to provide back-up for this role. (4) Collaborate and maintain effective liaison with other parts of RNZ. (5) Other tasks and assignments as may be required from time to time.
Emergency Management / Lifeline Utility Role: (1) To maintain broadcast continuity in an emergency, you may be required to carry out other duties suited to your skills and experience	Emergency Management / Lifeline Utility Role: (1) Crisis management, coordinate response, communication and recovery in the event of emergencies.
Health and Safety: (1) Take responsibility for own health and safety and that of others, ensuring corrective actions are taken as required.	Health and Safety: (1) Ensure Health & Safety plans are developed for applicable projects (2) Participate in any safety meetings etc as required by RNZ and comply with the Health & Safety policies and guidelines and complete responsibilities relating to the Health & Safety Business Plan.
Organisational: (1) Be aware of and adhere to RNZ's Policy standards (2) Contribute to the overall effectiveness of RNZ (3) Display a high level of initiative, effort, and commitment to RNZ as it seeks to achieve the aims of the Charter	Organisational: (1) Observe statutory requirements and RNZ policies and frameworks (2) Actively participate in and contribute to the development and achievement of own performance targets and the review of work priorities to achieve the organisation's goals and objectives. (3) Act in a manner consistent with Equal Employment Opportunities principles and practices.

Candidate Profile / Person Specification

Qualifications	<ul style="list-style-type: none"> • Extensive experience in the management of Technology / IT operations of comparable size and complexities. Experience within media broadcast, production and publishing will be favourable. • A tertiary qualification in Information Technology and related field is of value. • Project management qualification or equivalent experiences
Knowledge, experience & skills	<ul style="list-style-type: none"> • Comprehensive knowledge and experience of Microsoft operating systems, licensing and the Microsoft ecosystem (Active Directory, Exchange, Office, SQL Server, O365). • Extensive experience with communications technology and networks. • Experience with the management and operations of web platform and systems. • Understanding of technology across a range of systems, including understanding the relationships and interactions between systems. • Clear communications and strong internal customer service focus/philosophy within a technical support environment. • Expertise and experience from working and operating within New Zealand’s media industry. • A passion for public broadcasting and strong interest in the creation of quality content for audiences. • Expertise in leadership and decision-making. • Expertise in content, programming production and an understanding of audience metrics. • A high-level understanding of content management platforms and associated technology. • Experience with a wide range of broadcasting and studio technologies and aptitude to keep abreast of emerging digital platforms. • Successful track record in planning, budgeting and expenditure control. • Inclusive Leadership including team building skills, influencing others, creating a work environment that fosters commitment and collaboration with others outside the group and crisis management • Recruitment, kaimahi development and identifying and nurturing talent • Resolving complaints about services • Successfully initiating and implementing change that improves quality and productivity.
Personal Attributes	<ul style="list-style-type: none"> • Able to quickly form positive and effective relationships with a wide variety of people. • Can make sound judgements quickly. • Collaborative team player. • Does not avoid difficult conversations • Recognises the value of cultural and community diversity. • Inclusive approach to interaction and language. • Treats people how they want to be treated. • Stay calm & and level-headed in difficult situations or under stress • Exercise sound judgement and act decisively • Persist in achieving results by overcoming setbacks and obstacles; • Think and act strategically • Quickly adapts to need for change, is flexible in approach. • Able to be on call to offer advice, while balancing the need for personal time. • A passion for technology and its ability to enable and support the business. • Emotional intelligence and resilience.

Competencies (definitions available on request)

- Leadership and Teamwork
- Strategic Capability
- Self-Management
- Outcome Driven
- Management
- Building and Maintaining Relationships