

Digital Support Analyst

Job Description

| | |
|---------------------------------|---|
| Date | October 2021 |
| Location / Business Unit | Wellington, Product & Development |
| Reporting to | Product & Development Lead |
| Functional Relationships | Programme Delivery Manager Business & Change Analyst Development and UX teams Content creation staff RNZ audience members |
| Position Type | Fixed-term 12 months, Full-Time |

The role / position purpose

Work as part of the Product & Development team to support content staff from across the business and make RNZ's products and content the best they can be!

Assist content creation staff when they need a hand with publishing tools and systems. In collaboration with the Business & Change Analyst, develop training programmes for new and existing systems, and provide advice on digital best practice.

Engage with internal and external users to develop a deep understanding of their needs, so that you can represent them in the ongoing improvement of our products.

Oversee the development backlog for existing systems and work with the development team to prioritise and schedule ongoing improvements.

Position accountabilities – what you're responsible for

- Provide front-line support to RNZ staff members in the use of RNZ's publishing systems and processes by responding, triaging and managing requests through to resolution
- Reduce the volume of support tasks by proactively training new staff and upskilling existing staff members

- Enable self-service support by developing and maintaining easy to use and up-to-date guides that are easily discovered by users
- Continually improve the support offering by using insights gained on the job and through light research
- Enable effective work prioritisation by the Product & Development team by capturing complete bug reports and feature requests
- Develop trust and confidence through frequent communication with users about changes and any alterations to service
- Respond promptly to requests from external users
- Contribute to User Acceptance Testing of new features
- Contribute to related activities such as user research or project work as required
- Rostered on-call support as required.

Health and Safety

- Take responsibility for own health and safety and that of others.
- Participate in any safety meetings etc. as required by RNZ.
- Comply with the Health & Safety policies and guidelines and complete responsibilities relating to the Health & Safety Business Plan.

Emergency Management / Lifeline Utility Role

- To maintain broadcast continuity in an emergency, you may be required to carry out other duties suited to your skills and experience. This may involve you being temporarily relocated to another RNZ site if required, usually in a major city.

Organisational

- Be aware of RNZ's policies and adhere to them, including the Editorial Policy, Social Media Policy, Dignity at Work Policy and the Code of Conduct.
- Participate in promotions or awards which help promote RNZ's image and profile.
- Actively participate in and contribute to the development and achievement of own performance and the review of work priorities to achieve the organisation's goals and objectives.
- Act in a manner consistent with Equal Employment Opportunities principles and practices.

Candidate profile / person specification

| | |
|-----------------------------------|---|
| Qualifications | 3 years of relevant support or training experience in a fast-paced environment, ideally media or similar industry |
| Knowledge & Experience | <ul style="list-style-type: none"> • Demonstrable experience in providing a user-focussed support experience in a fast-paced environment • Understanding of support methodologies and the judgement to apply appropriate tools or processes to a given situation • Developing and running training courses • Working with development and design teams to prioritise backlogs • Keeping user groups informed and involved over time and through change • Demonstrable experience supporting web publishing and content management systems in an organisation of similar scale and complexity to RNZ |

| | |
|---------------------|---|
| | <ul style="list-style-type: none"> • Dexterous user of web services and an appreciation of key digital, market and technological trends |
| Skills | <ul style="list-style-type: none"> • Ability to prioritise competing tasks and manage time effectively • Excellent communication, both verbal and written • Ability to interact well with other people • Strong trouble-shooting and problem-solving • Developing and maintaining effective working relationships with users and stakeholders at all levels • Analytical skills - ability to collect, organise and understand information • Time management and prioritisation • Use of qualitative and quantitative research tools to understand user needs • Basic HTML skills <p>Desirable Skills</p> <ul style="list-style-type: none"> • Technical writing • User acceptance testing • Use and interpretation of Google Analytics or similar analytics packages |
| Competencies | <ul style="list-style-type: none"> • Working effectively without supervision and as part of a team • Keeping a long-term focus, continuously improving services • Identifying patterns to address root problems • Accepting differences, avoiding blame and looking for the positive • Can provide and receive constructive feedback • Quickly adapts to need for change, is flexible and adaptable in approach |

Personal Attributes (full definitions available on request)

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