



# Manager ICT Operational Support

Auckland / Wellington

Team:	Service Delivery	Location:	Auckland or Wellington
Reports to:	Head of ICT Service Delivery	Job family:	ICT
Role Type:	Permanent	Salary:	TBC

## About Us

### KiwiRail’s Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities and our people. For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

### Our Workplace

At KiwiRail our values define the behaviour we expect from everyone. We have a team of over 4500 people and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.

Health, safety and wellbeing is our number one priority. Good safety is good business



## About the Role

### Purpose of the role

The Information and Communication Technology Group (ICT), provides a wide range of ICT planning, implementation, operation, and support services as a shared service to the KiwiRail Group. Our ambition is to excel in service delivery and become a strategic enabler that co-create value and drives innovation.

The Manager ICT Operational Support plays a critical role in shaping and governing KiwiRail's ICT service management functions. This role provides leadership in developing and governing the processes that underpin reliable, secure, and scalable technology services. Through close engagement with business units and operational teams, you will ensure ICT support capabilities align with the needs of a complex, 24/7 transport environment and support the continuous movement of people, freight, and critical infrastructure. This role is responsible for ensuring ICT support services are delivered effectively and efficiently, supporting the organisation's strategic goals. You will be a key interface between ICT and the wider business, driving continuous improvement in service management, change, and operational readiness.

### Within the area of responsibility, this role is required to:

- Lead the management of the ICT Service Desk and underlying support structures to ensure to ensure effective incident, request, and problem management processes are in place and governed. You will monitor performance against service levels and ensure compliance with SLAs.
- Design, implement, and continuously improve service management capability, establishing governance frameworks to ensure process compliance, accountability, and reporting.
- Drive continuous improvement of Service Desk processes, tooling and Agent capability to bring down call wait times, call handle times and increase first call resolution
- Partner with Digital Product team improve ITSM tool (Jira Service Management JSM) to ensure accurate performance measurements, reporting and streamlined processes.
- Lead Service Desk Agents, fostering a collaborative and engaging workplace, facilitating continuous learning opportunities and ensuring there is no single point of failure in knowledge or capability
- Implement and govern processes to ensure our Knowledge Base is kept up to date and accurate.
- Partner with PMO to review and update Service Transition processes, including necessary control mechanisms that will ensure operational readiness, training, documentation, and support models are in place before transition.
- Provide governance and oversight of our Change Management Process to ensure changes are controlled and implemented with minimal risk and impact and an understanding of all parts of the business impacted along with downstream impacts to systems people or process. Identify and manage change-related risks and escalate when necessary. Work in partnership with PMO and wider ICT Stakeholders to drive a capability uplift ensuring roles, responsibilities and processes are understood by all involved.
- Partner with key business groups leading and delivering technology change fostering their engagement with change management and service transition processes. Support and help them to do this, if required to make it easy for them.
- Oversee vendor performance for outsourced service providers and support contract management and negotiations in collaboration with procurement and ICT Contracts and Vendor Manager.

### Key challenges

- Maintaining an organised approach in a fast-paced, high demand environment to deliver high quality outputs within required timeframes
- Fostering engagement across a wide range of stakeholders and managing expectations effectively through both direct and indirect influence.
- Managing third party relationships and ensuring alignment between KiwiRail's operational requirements and the performance obligations of suppliers

- Driving the adoption of improved Service Transition and Change Management processes across various stakeholders with differing needs and levels of maturity.

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
	Head of Service Delivery		✓		
	Field Services Manager			✓	
	PM Practice Lead			✓	
	Wider ICT Team			✓	✓
	Project Owners / Business Sponsors			✓	✓
	Senior Leaders Managers			✓	✓
	KiwiRail Users		✓		
<b>External</b>	NTT Service Desk Agents	✓			
	NTT Change Manager	✓			
	NTT Problem and Major Incident Managers			✓	
	Broader NTT Corporate			✓	✓
	Other Third Party Service Providers eg Spark			✓	

## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>Analyse workplace risks and develop mitigation strategies</li> <li>Contribute a culture of safety and wellbeing within your team</li> <li>Respond effectively to safety incidents and near-misses</li> <li>Support team members' physical and mental health</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Respond quickly to customer needs</li> <li>Drive team performance to meet agreed SLAz</li> <li>Solve complex customer issues</li> <li>Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>Contribute to a supportive and cooperative team environment</li> <li>Provide timely and constructive feedback</li> <li>Actively seek diverse perspectives in problem-solving</li> <li>Identify opportunities for development and improvement</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>Consider financial implications when making recommendations</li> <li>Understand and comply with procurement guidelines</li> <li>Work with suppliers to ensure quality outcomes</li> <li>Recognise how financial decisions impact KiwiRail's overall position</li> </ul>
<b>Project Governance</b>	<ul style="list-style-type: none"> <li>Follow governance frameworks and systems</li> <li>Work to project management best practices</li> <li>Monitor and review performance regularly</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>Identify and forecast risks, issues, and opportunities in projects and services</li> <li>Support risk assessments and development of management strategies</li> <li>Implement risk controls and engage stakeholders in risk management</li> </ul>
<b>Asset management</b>	<ul style="list-style-type: none"> <li>Apply asset management policies</li> <li>Address service demand through asset planning</li> </ul>

## Decision Making

The position is accountable for decisions regarding day to day responsibilities. You will be expected to consult with colleagues and KiwiRail policies and practice as part of the decision making process.

<b>Human Resources Delegations</b>	NA
<b>Direct reports</b>	11 (NTT 3 <sup>rd</sup> Party resources)
<b>Finance Delegations</b>	Nil
<b>Budget (operating and capital)</b>	Nil
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	Nil

## Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- limited lifting of up to 7 kg may be required

*Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.*

## About you

### Knowledge and experience

- 8 + years of experience in IT service delivery, service management or IT operations with a strong understanding of ITIL framework
- Strong background in implementing ITSM processes across medium to large organisations.
- Experience engaging senior stakeholders and leading cross-functional teams.
- Demonstrated ability to lead and develop a customer-focused support team and associated practice
- Demonstrated experience in leading and driving improvement in IT Service Transition processes and practice ensuring quality, continuity, and value as services evolve.
- Experience managing or leading an ICT Service Desk or similar IT support function.
- Proven experience of SDLC across various methodologies including Waterfall and Agile
- Must have strong interpersonal, stakeholder engagement, negotiation and influencing skills
- Must be pragmatic, able to balance business urgency with risk management. Able to foster engagement with wider business groups driving IT projects and change outside of ICT group.
- Preferred – experience leading / introducing Service Transition and Change Management frameworks for Devops and Agile development methodologies
- Excellent people leadership, coaching, and customer service skills.
- Experience with Jira ITSM tool and reporting dashboards
- Ability to remain calm under pressure and manage competing priorities.

### Ways of working / Work-related qualities

- You have excellent leadership and influencing skills, with a strong customer service ethos and a proven ability to build and maintain relationships with stakeholders at all levels of the organisation
- You are adaptable and can work effectively in a fast-paced environment, adjusting your approach as required
- You have an analytical mindset with a focus on solving problems and improving services
- You are collaborative, proactive, and adaptable in a dynamic environment

### **Other Requirements**

- You are willing to travel domestically in New Zealand.
- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### **Qualifications**

- Bachelor's degree in Information Technology, Business Administration, or a related field
- ITIL Managing Professional or Intermediate Certification.
- Experience with ITSM platforms (e.g., JSM, ServiceNow, Ivanti, Cherwell).