



Dynamics 365 Support

Team:	Digital Services Team	Location:	Wellington or Auckland
Reports to:	Digital Applications Manager		
Role Type:	Permanent		

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

As a Dynamics 365 Support - CRM in KiwiRail's Digital Services team, your primary responsibility is to maximise the value and effective use of KiwiRail's digital products. Working at the intersection of business and technology, you will ensure that our digital applications are fully leveraged to support operational goals, enhance efficiency, and improve the user experience. Through collaboration with stakeholders and vendors, and by managing feedback and usage insights, you will drive continuous improvement of our products to meet the needs of the business and deliver measurable value.

Key Accountabilities

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

- Ensure KiwiRail's digital applications are being fully utilised to support business needs, enhancing productivity, and operational efficiency.
- Partner with business users, operational teams, and other stakeholders to understand their needs, gather feedback, and identify opportunities to increase the effectiveness of digital products.
- Vendor Management: Act as the primary point of contact for third-party vendors to ensure they understand KiwiRail's usage requirements and support continuous improvements in product performance.
- Define and prioritise backlog items that will maximise product value, streamline workflows, and address pain points in current processes.
- Collaborate with relevant teams to ensure that users are well-trained and confident in using the digital products, facilitating knowledge-sharing and addressing usage challenges.
- Data-Driven Improvement: Collect and analyse usage data to identify trends, inform decision-making, and guide adjustments that enhance product effectiveness and align with business objectives.
- Triage, investigate, and resolve CRM incidents and service requests including SLA/response expectations
- Day-to-day work assignment, task prioritisation, and workload management will be directed by the Product Lead, who oversees the CRM product backlog and delivery priorities.
- Participate in the 24x7 On Call roster

Key challenges

- Driving the adoption and optimal use of digital products across various business units with differing needs and levels of digital maturity.
- Balancing multiple priorities to ensure that product enhancements align with KiwiRail's strategic goals and deliver maximum business value.
- Managing vendor relationships and ensuring alignment between KiwiRail's operational requirements and the capabilities of third-party applications.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
	Product Lead		✓	✓	✓
	Business Users and Operational Teams			✓	✓
	Data and Analytics Team			✓	✓
	Development and Engineering Teams		✓	✓	✓
External	Third Party vendors		✓	✓	✓
	Industry groups		✓	✓	
	Customers and End Users		✓	✓	



What you will do to contribute

Health Safety and Wellbeing	• Advocate for digital tools that support health and safety protocols, ensuring compliance within KiwiRail's operational standards • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses
Customer Focus	• Work closely with business users to understand and address their needs, ensuring products are effectively supporting customer service goals. • Actively gather and respond to user feedback to improve product functionality and usability. • Serve as an advocate for business users, ensuring that digital products are configured and supported to meet their specific requirements.
High Performing Teams Skills	• Foster a collaborative environment within the team, encouraging knowledge-sharing and continuous improvement. • Ensure that team members and users have a clear understanding of how to maximise product capabilities. • Support training and user education initiatives to build confidence and proficiency in using digital products across the organisation. • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	• Identify opportunities for cost savings and productivity improvements through the effective use of digital products. • Prioritise product enhancements based on their potential to increase operational efficiency and drive business value. • Collaborate with stakeholders to justify investment in new features or product upgrades that will maximise return on investment.
Project Governance	• Follow governance frameworks and systems • Identify and address governance issues early • Improve and maintain probity standards • Implement project management best practices • Monitor and review project performance regularly
Continuous Improvement	• Regularly review product usage and workflows to spot areas for improvement based on user feedback and data insights. • Collaborate with vendors to tailor product features that better meet KiwiRail's unique needs. • Stay informed on industry standards and incorporate best practices to maximise product effectiveness. • Monitor product usage patterns with analytics tools to understand user behaviour and needs. • Use insights to recommend targeted product upgrades, training, and support initiatives.

Decision Making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day-to-day operational decisions.

Key decision-making requirements of the position include:

- Project management and delivery decisions
- Risk management decisions
- Project resourcing, planning and scheduling decisions

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	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 archive boxes

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

- You have a strong background in maximising digital product use and value.
- You are skilled in backlog management and prioritisation to meet business goals.
- Applied in-depth knowledge of systems, software, and technologies within my work areas.
- Building and maintaining strong relationships with team members, vendors, and stakeholders.
- You have successfully worked with vendors to align product features with organisational needs.
- You are experienced in gathering and analysing feedback to inform product improvements.
- You know how to interpret data to drive user engagement and product optimisation.
- You are comfortable with agile methodologies and digital tools like JIRA or Trello.

Ways of working / Work-related qualities

- You communicate clearly and adapt your approach for different audiences.
- You display empathy to your colleagues and listen openly and affectively.
- You are organised and manage priorities effectively in a fast-paced environment.
- You are detail-oriented, ensuring that product usage aligns with business needs.
- You work collaboratively, engaging with stakeholders and cross-functional teams.
- You focus on delivering value for end users, driven by data and feedback.
- You are proactive and continuously look for ways to improve product effectiveness.
- You actively seek out new knowledge and best practices, staying up to date.

Other Requirements

- You can pass regular drug and alcohol screenings

KiwiRail uses Skills Framework for the Information Age to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed in the following table:

• Product Management Level 3 • Requirements Definition and Management Level 4 • User Experience Design Level 4 • Portfolio, Programme, and Project Support Level 3 • Stakeholder Relationship Management Level 4 • Application Support level 5	• Financial Management Level 3 • Innovation Level 5 • Business Process Improvement Level 3 • Digital Marketing Level 4 • Analytics Level 4 • Consultancy Level 2 • Programming Software development level 5
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You can find detailed description of the skills and levels here: [SFIA 8 Skills List](#).

Qualifications

- You have a degree in Business Administration, Computer Science, Information Technology, or a related field. OR
- You have a minimum of 5 years completing this or similar role functions within KiwiRail.
- Relevant product management or agile certifications are beneficial, however not required, such as:
 - Certified Scrum Product Owner (CSPO)
 - Professional Scrum Product Owner (PSPO)
 - SAFe® Product Owner/Product Manager (POPM)
 - ICAgile Certified Professional - Agile Product Ownership (ICP-APO)

**CREATING
STRONGER
CONNECTIONS**