



SAP Technical Writer

Team:	Integrated Business Services	Location:	Auckland / Christchurch
Reports to:	Integrated Business Services Leader	Job family:	N/A
Role Type:	Fixed Term – 12 Months	Salary:	N/A

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

KiwiRail is committed to continuous improvement and innovation in how we operate. As part of our ongoing efforts to streamline and enhance our workflows, we have launched an exciting project aimed at improving our ways of working. This initiative focuses on optimising processes, fostering better collaboration, and leveraging technology to create a more efficient, dynamic, and supportive work environment.

You will play an essential role in supporting this transformation. You will be working closely with cross-functional teams to identify opportunities for process improvements, enhance communication, and implement best practices. This is a great opportunity to contribute to a meaningful project that will shape the future of our organisation and create lasting change in our working culture.

Key Accountabilities

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

- Gather technical information by liaising with engineers, asset managers, and subject matter experts to act as the communication link between stakeholders.
 - Review and edit existing documentation and develop new technical documentation, including user manuals, maintenance guides, standard operating procedures, technical reports, and asset management guidelines.
 - Translate complex technical concepts into clear, concise, and user-friendly language.
 - Contribute to continuous improvement initiatives focused on documentation.
 - Use feedback from users to identify pain points or frequently misunderstood sections.
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- Key challenges
 - Facilitating the engagement and input of a wide range of stakeholders and managing expectations
 - Ensure that all documents adhere to internal standards and industry best practices.
 - Assist in managing document control systems, ensuring all materials are up to date and easily accessible.

Key Relationships		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Integrated Business Services Leaders		✓	✓	✓
	Senior management across RSAS		✓	✓	✓
	Internal service providers		✓	✓	✓
External					

What you will do to contribute

Health Safety and Wellbeing	• Implement safety procedures and ensure team compliance • Analyse workplace risks and develop mitigation strategies • Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	• Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Respond quickly to customer needs • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
High Performing Teams Skills	• Set clear performance standards aligned with KiwiRail's goal • Build a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	• Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
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
Risk Management	• Choose and adapt appropriate risk management frameworks • Identify and forecast risks, issues, and opportunities in projects • Lead risk assessments and develop management strategies • Implement risk controls and engage stakeholders in risk management
Asset management	• Apply asset management policies • Implement asset management frameworks • Develop asset management plans • Analyze asset strategies • Address service demand through asset planning

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 related to SAP.

Key decision-making requirements of the position include:

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

Human Resources Delegations	D
Direct reports	0
Finance Delegations	0
Budget (operating and capital)	0
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 will have extensive experience in SAP systems.
- Proficient in using computer-based tools to manage, organise and retrieve information efficiently.
- Ability to investigate and problem solve challenges.
- Experience in producing high quality written content including technical documentation and policies.

Ways of working / Work-related qualities

- A confident communicator, capable of building rapport with stakeholders at all levels.
- Able make good decisions.
- Able to adapt to changing priorities with the ability to navigate challenges with a calm solution-based attitude.
- You value diversity and help create an inclusive workplace.

Other Requirements

- You are prepared to travel.
- You can pass regular drug and alcohol screenings.
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- You have a post tertiary education experience in a relevant field.

Or

- You hold relevant industry certifications.

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.