SAP Technical Writer

Operations Engineering and Asset Services

Team:	Process Engineering Team	**Location:**	Wellington/Auckland
Reports to:	Process Engineering Leader		
Role Type:	Fixed Term		

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 are actively updating and standardising core asset systems, including SAP across there business. This role is required to ensure that SAP processes are standardised and implemented across KiwiRail. This role will be responsible for creating, editing, and maintaining clear and accurate technical documentation to support our engineering and asset management activities. Your work will ensure that our internal and external stakeholders have access to high-quality materials, such as manuals, procedures, reports, and guidelines.

Key Accountabilities

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

- Collaborate with engineers, asset managers, and subject matter experts to gather technical information
- Develop and maintain 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
- Review and edit existing documentation to improve clarity, accuracy, and consistency
- Support the development of asset management plans and engineering projects through comprehensive documentation
- Work closely with cross-functional teams to ensure documents align with project goals and requirements
- Assist in managing document control systems, ensuring all materials are up to date and easily accessible
- Contribute to continuous improvement initiatives by identifying opportunities to streamline and enhance documentation processes

Key challenges

- 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
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Planning Manager		✓		
	Delivery teams and Managers		✓		
	Senior management across RSAS		✓	✓	
	Internal service providers		✓	✓	
External	CRL				
	Auckland Transport				
	WorkSafe				
	Service providers				

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	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're skilled in intelligence analysis
- You will have 5+ years of experience in SAP systems
- You can use computer tools for information management
- You know how to investigate issues
- You understand our products and services
- You know how KiwiRail interacts with other agencies and the Government

Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical
- You focus on customers' needs
- You have a commercial mindset
- 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 relevant degree in engineering
- You have a post tertiary education experience

And

- You hold relevant industry certifications

CREATING STRONGER CONNECTIONS