



Senior Business Support Analyst - SAP

Wellington

Team:	ERP and Asset Services	Location:	Wellington
Reports to:	ERP and Asset Services Manager	Job Family:	ICT
Role Type:	Permanent		

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

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.



Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

We are looking for a Senior Business Support Analyst with strong functional knowledge and configuration experience with SAP ECC6. KiwiRail's ERP footprint traverses most of the SAP modules with particular emphasis on FI-CO, MM, PM, PP, Projects, and RE-FX. This is a specialist; high calibre role centred on delivery of value-added solutions to meet changing business needs.

Operating within KiwiRail's ERP and Asset Services area, you will work alongside other specialists solving complex business requirements in a fast paced and ever-changing environment. You will partner with senior leaders and operational teams to turn ambiguous problems into clear, decision ready insights and designs that drive meaningful business outcomes.

Key Accountabilities

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

- Deliver strategic change such as driving business process simplification, application consolidation, and reduce "whole of life" service cost.
- Align business strategic goals with service provision, to ensure best fit for requirements.
- Assist in development of strategic and functional roadmaps for use of Applications/ICT services.
- Define and document business requirements for new or changed services where necessary.
- Translate business requirements into service specifications and designs in order to select a service or service provider or specify a change.
- Clarify and communicate new and enhanced capabilities with the business, including business responsibilities in relation to the service.
- Ensure the business are fully engaged in the decision-making process for their services.
- Work collaboratively with business, technical and development resources to design and implement efficient solutions that drive business benefit.
- Undertake relevant 'build' activities, including configuration changes and enhancements, in line with agreed standards, policies and methodologies.
- Maintain authorisations model design and support relevant security policies/requirements through ensuring appropriate segregation of duties and authorisations are in place.
- Testing releases, updates and enhancements to existing business information applications and coordinating user sign-off and installation into Production environments.
- Complete system and configuration changes as required that drive business benefit, and optimise use of application.
- Providing support for business users, resolving user requests, inquiries and issues in line with SLA's.
- Ensuring user requests for changes or enhancements to business information applications are logged and approved as appropriate.
- Liaising with technical support teams, external providers and contractors, and co-ordinating assistance to resolve issues.

Key challenges

- Navigating and synthesising complex, sensitive, and rapidly evolving business problems.
- Maintaining rigorous, human-centred approaches amid significant technology change.
- Managing multiple high-priority engagements simultaneously with competing stakeholder needs.

- Influencing without authority across a large, complex, federated organisation.
- Translating operational complexity into clear, executive-ready insights.

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	ERP and Asset Services Manager		✓	✓	✓
	Project Teams		✓	✓	✓
	ERP and Asset Services Team			✓	
	Business Analysis Team			✓	
	Business Stakeholders		✓	✓	✓
External	3 rd Party Suppliers and Vendors			✓	

What you will do to contribute

Health Safety and Wellbeing	- 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	- Maintain transparent and open communication - Support a collaborative decision-making process within the organisation - Foster 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	- 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
Risk Management	Identify and forecast risks, issues, and opportunities in projects

Decision Making

The position is accountable for the provision of advice to project team members and relevant stakeholders.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	None
Budget (operating and capital)	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

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

- 10 plus years business application experience, specifically within the SAP space.
- Experience with supporting IT applications
- Demonstrated ability to lead in ambiguous or early-stage problem environments without a defined playbook
- Track record of influencing stakeholders and shaping outcomes
- Experience in operational environments or complex service ecosystems (large enterprise, government, or infrastructure preferred)
- Good understanding of IT systems, software development processes, and data analysis tools.
- Familiarity with project management principles and practices, including Agile and Waterfall methodologies.
- Excellent communication skills, with the ability to engage stakeholders at all levels of the organisation, fostering a culture of collaboration and continuous improvement.

Ways of working / Work-related qualities

- You welcome diverse viewpoints and learn from those with different perspectives.
- You speak clearly and confidently, tailoring your communication to different audiences.
- You are transparent and open in your communications and communicate well at all levels
- You stay calm and composed in the face of challenges or ambiguity.
- You take ownership of challenging goals and are proactive in seeking opportunities.
- You seek out learning opportunities, using new knowledge to improve performance.
- You actively collaborate with colleagues, contributing positively to team tasks.
- You build rapport with stakeholder and customers, ensuring their needs are understood and met.
- You organise your time effectively, ensuring tasks are prioritised and delivered to a high standard.
- You use sound judgement when making decisions, based on thorough analysis and information gathering.
- You find creative solutions to work challenges and aren't afraid to try new approaches.
- You stay up to date with new technologies and adapt readily to using them.
- You prioritise safety by identifying and addressing hazards, ensuring the wellbeing of others.

Qualifications

- Bachelor's degree in business administration, information technology, finance, economics, or a related field

