# Senior Integration Specialist

## Position Description

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| **Team:** | Integration | **Location:** | Millenium Centre, Auckland |
| **Reports to:** | Integration Manager | | |
| **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.

The Senior Integration Specialist is responsible for the ongoing support, development and maintenance of KiwiRail's integration services, ensuring technology systems are seamlessly integrated to support information flows between systems in a structured, controlled and secure manner. The role works within an established integration framework to deliver reliable services to both internal and external customers while supporting the ongoing operation and enhancement of integration platforms and services.

The role contributes to 24/7 support and incident management activities for integration services as required and plays a key role in maintaining the reliability, security and performance of KiwiRail's technology ecosystem.

### Key Accountabilities

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

- Support the development, maintenance, monitoring and lifecycle management of APIs and integration services to ensure reliable, secure and fit-for-purpose technology solutions.
- Provide support for integration services through troubleshooting, incident management, customer engagement, documentation maintenance and collaboration with technical teams, architects and vendors.
- Ensure integration services comply with KiwiRail standards for security, logging, error handling, disaster recovery and operational support.
- Drive continuous improvement by identifying opportunities to enhance service delivery, optimise systems and processes, reduce costs and contribute to innovation across ICT.

### Key challenges

- Maintaining reliable integration services while supporting a complex and evolving technology environment.
- Diagnosing and resolving integration issues across multiple systems, technologies and stakeholders while minimising business disruption.
- Balancing operational support, incident response and service improvement activities while ensuring integration services remain secure, scalable and compliant with standards.

| **Key Relationships**<br>Here are the key relationships relevant to this role | | Manage /Lead | Deliver to | Collaborate with | Advise or inform |
|---|---|---|---|---|---|
| Internal | Integration Manager | | ✓ | ✓ | ✓ |
| | ICT Teams | | | ✓ | ✓ |
| | Business Managers | | ✓ | ✓ | ✓ |
| External | Support Vendors | | | ✓ | ✓ |
| | Customers | | ✓ | ✓ | ✓ |

## What you will do to contribute

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| **Health Safety and Wellbeing** | • Implement safety procedures and ensure team compliance<br>• Analyse workplace risks and develop mitigation strategies<br>• Promote a culture of safety and wellbeing within your team<br>• Respond effectively to safety incidents and near-misses<br>• Support team members' physical and mental health |
| **Customer Focus** | • Provide a positive customer experience<br>• Support a customer-focused culture at KiwiRail<br>• Know our services well and explain them to customers<br>• Respond quickly to customer needs<br>• Develop solutions to meet customer requirements<br>• Solve complex customer issues<br>• Work with colleagues to improve customer outcomes |
| **High Performing Teams Skills** | • Set clear performance standards aligned with KiwiRail's goal<br>• Build a supportive and cooperative team environment<br>• Provide timely and constructive feedback<br>• Actively seek diverse perspectives in problem-solving<br>• Identify opportunities for coaching and mentoring |
| **Commercial Acumen** | • Plan and monitor resource allocation to achieve team objectives<br>• Consider financial implications when making recommendations<br>• Understand and comply with procurement guidelines<br>• Work with suppliers to ensure quality outcomes<br>• Recognise how financial decisions impact KiwiRail's overall position |
| **Integration Service Delivery** | • Maintain the lifecycle of APIs and integration services.<br>• Develop new integration services to meet business and project requirements.<br>• Monitor integration services and proactively address issues before incidents occur.<br>• Troubleshoot issues and support incident management activities.<br>• Maintain service catalogues and technical documentation.<br>• Collaborate with technical leads and solution architects to support project and business-as-usual initiatives.<br>• Support the integration of development, testing and operational activities across the technology environment. |
| **Service Reliability and Compliance** | • Ensure integration services comply with KiwiRail integration standards.<br>• Implement appropriate logging, monitoring, security and error-handling controls.<br>• Support disaster recovery and service resilience requirements.<br>• Ensure services remain fit for purpose, secure and maintainable. |

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| **Continuous Improvement** | • Contribute to a culture of continuous improvement across ICT.<br>• Identify opportunities to improve systems, processes and service delivery.<br>• Recommend and implement solutions that improve efficiency and reduce costs.<br>• Apply lessons learned and innovative approaches to improve outcomes. |

**Decision Making**

The Integration Specialist is responsible for decisions relating to the operation, maintenance and enhancement of integration services within established standards, frameworks and delegated authority. The role exercises judgement in troubleshooting incidents, identifying root causes, recommending improvements and implementing integration solutions that support business and technology requirements.

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| **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

These are day one things that people need to do their job.

- 3-5 years' experience working in integration services within an enterprise environment.
- Experience working with Service-Oriented Architecture (SOA) based environments.
- Experience with Azure Integration Services.
- Experience using Terraform.
- Good understanding of Software Development Life Cycle (SDLC) processes.
- Experience establishing new capabilities and supporting technology improvements.
- Prior experience working in Agile environments is desirable.
- Exposure to SAP, Maximo and other enterprise platforms is desirable.
- Experience with identity management, containerisation technologies, monitoring tools and cloud networking is desirable.

### Ways of working / Work-related qualities

These are how people work

- Analytical and solutions-focused, with strong problem-solving capability.
- Self-motivated and able to work independently.
- Curious and innovative, with a focus on continuous improvement.
- Proactive in identifying and resolving issues before they impact service delivery.
- Collaborative and effective at working across technical and business teams.
- Adaptable and responsive to changing business and technology requirements.
- Committed to delivering reliable, secure and high-quality services.

### Other Requirements

- Ability to participate in 24/7 support and incident management activities when required.
- Commitment to KiwiRail's health, safety and wellbeing expectations.
- Ability to work effectively with internal teams, customers and external vendors.
- Commitment to maintaining secure, reliable and sustainable integration services.

### Qualifications

Essential:

- Tertiary qualification in Computer Science or a related discipline.

Desirable:

Microsoft Azure Certifications