



## Technical Lead, ICT Infrastructure Services

Auckland

<b>Team:</b>	ICT Infrastructure Services	<b>Location:</b>	Auckland
<b>Reports to:</b>	Manager, Infrastructure and Technical Leads		
<b>Role Type:</b>	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 Information and Communication Technology Group (ICT), provides a wide range of ICT planning, implementation, operation and support services as a shared service to the KiwiRail Group.

The Infrastructure Services teams operates and supports the core infrastructure that enables critical business functions such as compute (physical and virtual) and storage, while considering the ICT environment, design practices, cost and security compliance.

Technical Lead (ICT Infrastructure Services) plays a pivotal role in KiwiRail's Infrastructure operations leading the design, development, implementation, support and maintenance of robust, scalable and secure technology platform infrastructure, Technical lead provides technical guidance to scope, advise upon and coordinate technical and operational requirements for projects and BAU initiatives working across ICT teams, vendors and partners to ensure that these aspects are successfully delivered and deployed. At times this role will be embedded into a project team or teams to provide guidance from Design through to integration into the KiwiRail ICT Operational environment.

Technical Lead plays a key role in ensuring that project and BAU outcomes are delivered according to agreed scope and aligned to ICT policies, standards, governance and strategy so that the best technical outcomes are delivered for KiwiRail. In addition to core engineering duties, the Technical Lead provides strategic technical expertise to technical and project teams by setting best practices, reviewing solutions and designs, and driving innovation across deployment, automation, and cybersecurity.

Critical to the success of this role is strong technical expertise in the technology platforms and the ability to cultivate and maintain effective working relationships across a wide variety of business and technical stakeholders.

### Key Accountabilities

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

#### **BAU Technical Service Delivery**

- Work with the Enterprise Architecture team and Infrastructure manager to understand the digital landscape, opportunities and strategic landscape for KiwiRail.
- Develop and maintain broad knowledge and skills across KiwiRail's ICT environment; demonstrates understanding of KiwiRail ICT strategies, standards and policies as well as dependencies and interactions between functions. Ensures knowledge base is maintained with new knowledge created as required.
- Provides input to development of Risk profiles for services and Technology
- Collaborate across ICT teams, vendors, service providers to help ensure effective information for accurate portfolio planning.
- Work with the ICT Service Delivery teams to understand the systems and technology and the business areas they support as well as the services they deliver such as Logistics Services, Finance and Asset Services, Digital and Customer Services, Enterprise Services, Cloud services.
- Develop understanding of ICT Licensing landscape as it relates to underlying Technology and engage with Vendor Delivery Manager to scope requirements for ICT licensing for projects and BAU initiatives.
- Provide guidance to the business and project teams around BAU Operational/ Technical scope, options and implications for incidents, complex requests, problems.
- Work with internal and external parties where necessary to troubleshoot and resolve issues, build or assist in designs and configurations.

- As and when required develop specifications and manage the procurement and deployment process of IT Equipment for BAU or project needs, working with the business, project teams and vendors to understand specifications required
- As systems are deployed, ensure that backups, monitoring and alerting are setup and commissioning/ decommissioning processes are up to date and effective.
- Ensure systems supported by the ICT Infrastructure Services team are maintained to a high standard, that includes:
  - o Proactively monitoring and mitigation of vulnerabilities and emerging threats
  - o Maintaining up-to-date patching, security updates, and firmware across all infrastructure components in accordance to KiwiRail standard.
  - o Ensuring systems are hardened, consistent, and compliant with common industry standards (ie, CIS)
  - o Preventing incidents through proactive maintenance and improvement.
  - o Identify and implement opportunities to automate routine activities to improve efficiency, consistency, and reliability of operational processes.

### **Project Technical Service Delivery**

- Working as part of a project delivery team, lead the technical stream of projects, being responsible for the delivery of the technical and operational elements of the project, including:
  - o Working with project managers and engage with relevant ICT teams, Vendors or 3<sup>rd</sup> parties to understand and scope the technical and operational requirements for projects.
  - o Providing support for project design, build, test, implementation and documentation.
  - o Working with project managers to ensure timely delivery of technical elements within budget.
  - o Educating the business, ICT teams and project managers about KiwiRail's technology environment and the technical; support, licensing and cost implications of project decisions
  - o Providing technical guidance and coordination between ICT teams, partners and vendors both internally and externally to help facilitate the timely delivery of projects
  - o Engaging with Architecture & Innovation team to ensure project technical outcomes are aligned to IT strategies and architectural standards.
  - o Creating or facilitating support documentation to support handover from the project to BAU teams

### **Customer Service**

- Contribute to the establishment of a trusted partner relationship with the business for technical service delivery, through proactive relationship management, positive interaction and collaboration with key stakeholders and partners.
- Advise and provide guidance to Service Desk and ICT Support teams on:
  - o BAU issues.
  - o Activities that may require additional treatments or management to ensure availability/resilience.
  - o Security or improved customer experience.
- Escalate any significant resolution or delivery issues ensuring relevant teams can respond appropriately, services impact is minimalised and appropriate management is kept aware of potential or actual impacts.

### **Continuous Improvement**

- Create, foster and maintain business networks and keep abreast of research and emerging opportunities to bring innovative thinking and practises into KiwiRail.
- Contribute to a culture of continuous improvement within ICT, by applying lessons learned (internally and externally) and innovative ways of working.

- Identify, recommend and facilitate opportunities for process and systems improvement plus Knowledge Management practices to continuously improve service delivery capability and achievements.

**Zero Harm**

- Responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility
- Responsible for your own safety and that of other rail employees, contractors and visitors within your work environment
- Responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager
- Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.
- Report all accidents and incidents to your immediate supervisor within one hour.

**Technical Leadership**

- Provide technical direction across all ICT infrastructure domains, ensuring systems are designed, deployed, integrated, monitored, and maintained to best practice standards. This includes
- Represent infrastructure interests across governance forums including TAG and DRB, ensuring that proposed technologies, designs, and business enhancements are secure, technically sound, properly integrated as well as align to KiwiRail's long term ICT strategy.
- Act as a key technical advisor across cross-functional teams, providing leadership, guidance and support to drive effective decision making.
- Removing technical roadblocks for both project delivery and BAU operations by offering specialist insight, escalation support, and architectural guidance.
- Ensuring platform and service reliability through proactive problem management, governance participation, and alignment with compliance and security requirements.
- Contribute to design reviews, solution architecture discussions and lifecycle management decisions.
- Ensure ICT infrastructure is engineered and maintained for high reliability and resiliency, while optimising for cost-effective operation.
- Build strong partnerships with ICT Application Managers, Architecture, Cybersecurity, Operations, Finance, Engineering, Train Control, and external partners.
- Promote a "one winning team" mindset across ICT, supporting colleagues and fostering a culture of proactive problem solving and technical excellence.

**Key challenges**

- Managing complex and sensitive issues in a fast-paced high demand environment
- Ensuring ongoing collaboration with a wide range of stakeholders and managing expectations

<b>Key Relationships</b>		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Manager, Infrastructure and Technical Leads		✓		
	ICT Application Managers			✓	
	Business Managers			✓	
	Architecture Team			✓	

	CyberSecurity Team			✓	✓
	Finance			✓	✓
	Operations			✓	✓
	Technical Leads			✓	✓
	ICT Services			✓	✓
	Engineering			✓	✓
	Train Control			✓	✓
External	Outsourced Partners			✓	
	3 <sup>rd</sup> Party Vendors			✓	



## What you will do to contribute

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### Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health

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### Customer Focus

- Provide a positive customer experience
- Develop solutions to meet customer requirements
- Solve complex customer issues
- Work with colleagues to improve customer outcomes

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### Infrastructure operations

- Provide technical leadership across project delivery, vendor engagement, and architecture decisions.
- Design, provisions, deploys and configures infrastructure services and components.
- Monitors infrastructure for load, performance and security events. Reports metrics and resolves operational issues.
- Executes standard operational procedures, including backups and restorations.
- Carries out agreed system software maintenance tasks. Automates routine system administration tasks to specifications using standard tools and basic scripting.

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### System software administration

- Monitors operational systems for resource usage and failure rates, to inform and facilitate system software tuning.
- Applies system software settings to optimise performance, enabling maximum throughput and efficient resource utilisation.
- Installs and tests new versions of system software.
- Assists in creating software implementation procedures, including fallback contingency plans.

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### Cybersecurity operations

- Collaborate with Cybersecurity team in implement security standard and strategies across OT infrastructure.
- Conduct real-time monitoring where appropriate or not in the scope of an outsource vendor.
- Investigate cyber issues/events when they occur and are not in the scope of an outsource vendor.
- Respond to assigned cyber incidents (working with internal teams and suppliers as appropriate).
- Remediate or manage the remediation of assigned cyber issues

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### Cybersecurity systems administration

- Manage and Monitors cybersecurity systems in Operation Technology platform for resource usage and failure rates, to inform and facilitate tuning.
  - Provisions, deploys and configures cybersecurity systems and components.
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## Decision Making

The role is responsible for managing support tickets and ensuring timely resolution of plat-related incidents. Accountable for delivering project-related operational outcomes. Provides expert guidance to team members and stakeholders on day-to-day technical and operational decisions. Expected to engage with cross-functional teams and KiwiRail stakeholders as required, ensuring all actions align with established policies, procedures, and governance frameworks.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	0
<b>Finance Delegations</b>	0
<b>Budget (operating and capital)</b>	0
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	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
- Install/replacement of server and switch equipment in the datacentre, including cabling.
- Replacement of kit at sites
- May require travel to different KiwiRail Office, Sites including boarding Ships.

*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

- 7–10 years experience in enterprise ICT infrastructure or platform engineering roles.
- Hands-on experience with managing enterprise platform infrastructure, including VMware vSphere, Hyper-V, Microsoft Exchange, Active Directory / Entra ID, and core network services such as DNS, DHCP, and NPS.
- Demonstrated expertise with Citrix NetScaler/ADC, including Content Switching, rewrite and transform policies, GSLB and Gateway
- Demonstrated capability across Microsoft Windows Server and/or Linux operating systems, including configuration, performance tuning, patching, and lifecycle management.
- Working knowledge of System Center Configuration Manager (SCCM), Salt, System Center Orchestrator would be advantageous.
- Demonstrated ability to lead technical delivery.
- Working knowledge of cloud platforms (Microsoft Azure), including hybrid integration.
- Understanding of enterprise networking concepts, including OSI model, routing and firewalls.
- Solid understanding of enterprise compute and storage platforms, including physical servers, storage systems, and data centre infrastructure.
- You will have experience contributing to project delivery, including technical design, build, testing, implementation, and transition into BAU support.
- You will be able to demonstrate experience in scripting and automation.
- You are a self-starter, explorer, independent thinker, analytical, highly motivated and self-directing.
- Relevant tertiary qualification, ITIL, or vendor certifications

### 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 can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

### Qualifications

You need either:

- Tertiary level qualification in computer science or similar
- ITIL training
- Either VMware, Microsoft, Cisco or Checkpoint Certification.
- Good understanding of datacentre, networking, release management, automation and testing
- Experience with Server deployment, Pure storage and Cisco\Fortinet\Checkpoint networking.
- Antivirus Technology certification or Training.

**CREATING  
STRONGER  
CONNECTIONS**



KiwiRail 

