

## **Business System Specialist Rolling Stock Asset Services**

### **Purpose:**

The Rolling Stock Asset Services (RSAS) group has overall responsibility and ownership for managing KiwiRail's rolling stock assets, including mainline and shunt locomotives, freights and specialist wagons, containers, passenger carriages and other rolling stock vehicles.

The Business System Specialist role is responsible for delivering and maintaining functional and effective business (management) systems.

Reporting to the Information Systems and Business Support Leader, the role has primary accountability for the continued compliance and improvement of the RSAS Business Management system (aka MBS: Mechanical Business System currently).

The Business System Specialist role has responsibilities for:

- Supporting and leading projects related to business system structure, function, transformation, and implementation.
- Providing technical writing expertise to the Rolling Stock Asset Services team when needed.
- Creating and maintaining templates to be used by the business to the required standards.
- Creating visibility of key information so that changes are easily shared and understood by the wider business.
- Contributing to projects in the areas for advancement of the information agenda to lead a step change in digital ways of working and managing data and information as an asset.

### **Dimensions:**

Reports to:	Information Systems and Business Support Leader
Responsible for:	Nil
Location:	Christchurch
Budget:	In line with DFA Policy
Internal Contacts:	RSAS Group, Managers and employees, Relevant peers in other business units
including Zero Harm, ICT	
External Contacts:	Rail & Maritime Transport Union, Consultants & Specialists, Contractors, other
Rail Operators	
Medical Rating:	Cat 3

## Key Accountabilities:

### Information/ Data Management

- Actively facilitating and engaging in conversations with the business and external stakeholders to discover, capture and analyse information practices, interests and values to help inform how data and information is managed throughout its lifecycle.
- Helping translate information practices, values and interests into easily understood insights that inform next steps and bigger picture views for how information will be preserved and managed as an asset.
- Helping drive and embed increasingly mature information management practices throughout the organisation.
- Lead the RSAS Data Governance Group to ensure data is effectively governed, managed and maintained.
- Mentoring, supporting, and assisting other members of Information System team with the strategic management of information.
- Strong customer focus, consultative approach, and service provider mentality.

### SharePoint Administration

- Actively provide SharePoint site administration and maintenance, providing the first line of support for RSAS users
- Creating and deploying solutions and providing training on SharePoint usage.
- Supporting RSAS teams by using your technical skills to provide solutions and solve Document Management problems on SharePoint 365 environment.
- Provide technical solution design by mapping business requirements to technical requirements using SharePoint OOTB (Out of the box) features or customizations.
- Produce documentation for technical design, implementation details and support process and user guides for SharePoint based solutions.
- Development of workflow using Power Automate.
- Oversee new intranet page requests, recommending effective solutions and leading implementation.
- Ongoing training and support for content publishers.
- Managing external vendor relationships, where applicable.
- Monitor and report on SharePoint analytics, use data to monitor performance and suggest enhancements.

### Safety

- Be a role model for Zero Harm behaviours.
- Actively identify and manage hazards in the workplace.
- Support and promote Zero Harm initiatives that are introduced to the wider group.
- Ensure RSAS business system is kept current with Rail Safety Case, NRSS and KiwiRail SHE Management System requirements.
- Follow all safety instructions and wear PPE as appropriate.

Quality
<ul style="list-style-type: none"> <li>• Identify opportunities for on-going improvement and recommendations for the MBS and its contents and use.</li> <li>• Support activities to promote, manage and monitor RSAS Business System related issues raised.</li> <li>• Identify, report and take necessary action to address any areas of poor performance to RSAS business system requirements.</li> <li>• Ensure MBS system and content reviews are undertaken with the relevant business stakeholders to ensure the system meet the needs of the business and applicable legislative, regulatory or company requirements.</li> <li>• Monitor and manage feedback from users to ensure optimal system performance.</li> </ul>
Delivery
<ul style="list-style-type: none"> <li>• Provide timely, efficient technical writing services, ensuring that technical documents are appropriate and user friendly where needed.</li> <li>• System documentation and content is maintained to meet relevant legislative, regulatory, or standards requirements.</li> <li>• Continually improve the systems to improve user experience, standardisation, streamlined processes and reliability.</li> <li>• Maintain an up to date knowledge of relevant legislation, regulations, company requirements and codes of practice.</li> <li>• Ensure all system changes are clearly communicated and understood by stakeholders and all work is carried out in a safe but proactive, performance and results focused manner.</li> </ul>

## Person Profile

Essential	Desirable
<ul style="list-style-type: none"> <li>• Comprehensive knowledge of SharePoint Online functionality</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable MS365 and PowerAutomate experience</li> </ul>
<ul style="list-style-type: none"> <li>• SharePoint administration certification or equivalent 3+ years SharePoint experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete knowledge of Agile practices, with experience working in Scrum and Kanban teams.</li> </ul>
<ul style="list-style-type: none"> <li>• Expertise in analysing, evaluating and problem- solving.</li> </ul>	<ul style="list-style-type: none"> <li>• A proactive approach to work and the ability to create documentation independently.</li> </ul>
<ul style="list-style-type: none"> <li>• Developed interpersonal skills to establish and maintain effective working relationships.</li> </ul>	
<ul style="list-style-type: none"> <li>• Proven ability to understand and translate computer systems and applications in order to guide and support other users.</li> </ul>	
<ul style="list-style-type: none"> <li>• Outstanding written and spoken skills. Must be able to communicate with colleagues and stakeholders to translate technical terms into everyday language and prepare information for users.</li> </ul>	

## Education

Essential	Desirable
<ul style="list-style-type: none"> <li>Relevant tertiary qualification in digital systems, information management or business specific experience.</li> </ul>	<ul style="list-style-type: none"> <li>Formal qualification in business management, people leadership or other relevant discipline.</li> </ul>
<ul style="list-style-type: none"> <li>Formal qualifications in project management</li> </ul>	<ul style="list-style-type: none"> <li>Diploma or higher in an engineering related discipline, or equivalent extensive work experience (5+ years)</li> </ul>
<ul style="list-style-type: none"> <li>Formal qualifications in technical writing</li> </ul>	