



Digital Solutions Specialist

Customer and Growth

Team:	Customer Value	Location:	Auckland/Wellington/Christchurch
Reports to:	Product Lead Digital – Customer and Growth		
Role Type:	Permanent / Fixed Term / Secondment		

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.

This role, within KiwiRail's Customer Value team, supports Customer and Growth as well as KiwiRail's clients by delivering digital solutions that enhance engagement and drive growth.

This role works closely with the Product Owner Lead to configure and enhance Microsoft Dynamics 365 tools—including Customer Service, Sales, and Opportunities modules—while applying AI and creative thinking to develop innovative, scalable solutions that meet evolving customer needs.

Success in this role requires vision, strong communication and listening skills, and the ability to navigate complex organizational dynamics while fostering a culture of innovation. Be proficient in multi modal communication, demonstrate a high-level skill of visual and verbal reasoning and adept at processing and communicating complex information through both verbal and visual channels.

Key Accountabilities

- Actively work with Product Lead to shape the roadmap through direct engagement with customers, sales teams, and delivery teams
- Acts as a conduit between users and the product team by capturing user feedback to inform product improvements
- Support and where required train users to drive the success adoption of products
- Participate in workshops, discovery sessions, and customer interviews to validate product direction and uncover opportunities.

Hands-On Delivery and Execution

- Translate customer and business needs into detailed user stories
- Prepare visually engaging presentations to help drive initiatives
- Develop and maintain key processes that support customer success
- Actively participate in sprint planning, stand-ups, and retrospectives
- Test and validate product features, ensuring readiness for release and alignment with customer expectations.
- Participate in initiatives that modernize and replace legacy systems and manual processes.

Performance and Continuous Improvement

- Monitor product performance using KPIs, analytics, and customer feedback.
- Use insights to drive iterative improvements and inform future product direction.

Collaboration and Knowledge Sharing

- Contribute to the broader product management community and share delivery learnings and best practices.
- Support cross-functional collaboration to ensure alignment and delivery excellence.

Key challenges

- Adoption of new technology
- Stakeholder management
- Managing a dynamic workflow

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	ICT Teams			✓	
	Customer and Growth team		✓	✓	✓
	KiwiRail Business Unit Digital Teams			✓	✓
	Other KiwiRail Business Units			✓	
External	KiwiRail Customers		✓		
	External development teams			✓	
	Consultants, contractors and suppliers			✓	
	Digital Suppliers to KiwiRail Customers			✓	



What you will do to contribute

Health Safety and Wellbeing	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Deliver clear performance standards aligned with KiwiRail's goal • Assist to 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	<ul style="list-style-type: none"> • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Recognise how financial decisions impact KiwiRail's overall position

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.

Key decision-making requirements of the position include:

- Project management 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 are skilled in SQL, Power Automate, Power BI and ideally proficient in Dynamics 365
- You have experience in customer facing digital solutions
- You have 1 to 2 years' experience

Ways of working / Work-related qualities

- You make good decisions and are politically aware
- You can work collaboratively
- You're flexible and practical

Other Requirements

- You can pass regular drug and alcohol screenings

**CREATING
STRONGER
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.