



Senior Digital Solutions Specialist

Customer and Growth

Team:	Customer Value	Location:	Auckland/Wellington/Christchurch
Reports to:	Product Lead Digital – Customer and Growth		
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.

This role, within KiwiRail's Customer Value team, supports Customer and Growth and KiwiRail's clients by shaping and delivering customer-facing digital solutions that improve engagement, adoption, and commercial outcomes.

Working closely with the Product Lead, you engage with customers and internal stakeholders to understand needs, map pain points, and translate insights into well-defined enhancements to Microsoft Dynamics 365 (Customer Service, Sales, and Opportunities). You contribute to solution design by shaping requirements and supporting configuration and automation (where appropriate) across Dynamics 365 and the Power Platform. You apply AI and creative thinking to prototype, iterate, and refine scalable solutions that deliver measurable customer value.

Success in this role requires strong communication and listening skills, the ability to navigate complex organisational dynamics, and a practical approach to innovation. You are proficient in multi-modal communication and can process and communicate complex information clearly through both verbal and visual channels.

Key Accountabilities

- Partner with the Product Lead to contribute customer and stakeholder insights into the roadmap, gathered through discovery conversations, workshops, and feedback loops.
- Act as a conduit between users and the product team by capturing user feedback and translating it into clear insights and recommendations to support product improvements.
- Support and, where required, assist with user onboarding and training to improve adoption.
- Participate and when required, lead workshops, discovery sessions, and customer interviews to co-design solutions, validate assumptions, and uncover opportunities to improve customer experience.

Hands-On Delivery and Execution

- Translate customer and business needs into clear user journeys, acceptance criteria, and detailed user stories, including high-level data and process needs (e.g., key fields, workflows, integrations).
- Prepare clear, visually engaging presentations to support initiatives and stakeholder communication.
- Actively participate and lead, sprint planning, stand-ups, and retrospectives
- Test and validate product features with users, supporting UAT, release readiness, and alignment with customer expectations.
- Contribute to initiatives that modernise and replace legacy systems and manual processes, with a focus on improved customer outcomes and usability.

Performance and Continuous Improvement

- Monitor solution performance using agreed KPIs (e.g., adoption, service efficiency, customer satisfaction), analytics and dashboards (e.g., Power BI where used), and customer feedback, and report insights to the Product Lead and delivery team.
- Use insights to recommend iterative improvements and to inform future product decisions.

Collaboration and Knowledge Sharing

- Contribute to the broader product and delivery community by sharing learnings, patterns, and practical best practices.
- Support cross-functional collaboration by clarifying customer needs and requirements, sharing context, and raising risks and dependencies early.

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

- Take care for safety and wellbeing of yourself and others
- Identify workplace hazards and assess their impact
- Follow safe work practices
- Develop and implement mitigation strategies to manage hazards
- Promote a culture of safety and wellbeing within your team
- Respond appropriately to incidents and events to support the physical and mental health of your team.
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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

- Deliver clear performance standards with team goals and expectations aligned to KiwiRail's goals.
- Assist to build a supportive and cooperative environment
- Provide timely constructive feedback to team members and the leader.
- Actively seek diverse perspectives in problem-solving
- Identify coaching and mentoring opportunities to develop and motivate team members.
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Commercial Acumen

- Consider financial implications when making recommendations
 - Understand and comply with procurement guidelines
 - Recognise how financial decisions impact KiwiRail's overall position
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Decision Making

This position makes recommendations on day-to-day operational matters, with final decisions made by the Product Lead (or delegated approver).

Key decision-making requirements of the position include:

- Provide input to delivery planning decisions (scope, timelines, dependencies)
- Support risk identification and mitigation planning
- Support resourcing and scheduling activities by identifying impacts, constraints and options.

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

- 5+ years' experience
- You are skilled in SQL, Power Automate, Power BI and ideally proficient in Dynamics 365
- You have experience in customer facing digital solutions

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**

KiwiRail 