

CHIEF TECHNOLOGY OFFICER, MĀTANGA HANGARAU MATUA



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
General Manager Digital & Data	Wellington or Auckland	10-13, with a wider team of up to 55	Digital & Data

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

The digital world provides great opportunities for NZTE customers and employees. NZTE wants to be at the cutting edge of this innovation. You will have a huge part to play in making sure this comes to life, for NZTE and our Customers. You are key to developing the overall technology vision and strategy for NZTE, leading the digital team and ensuring NZTE's global technology infrastructure enables our people to perform highly in a fast-paced environment.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- Provide engaging leadership to your team – maximising their potential through regular coaching, insights, support and developmental feedback.
- Build and lead a high performing digital team, ensuring NZTE's technology infrastructure is robust and secure
- Provide leadership to the Digital Steering Group alongside your peers, shaping and executing NZTE's digital strategy.
- Be an active member of the Strategy, Performance & Partners Leadership Team, contributing to strategy, achieving KPIs, providing a united voice to decisions and challenging assumptions and/or status quo.
- Ensure you have the right team and technology resources in place to meet the short and long term business system needs of NZTE.
- Manage and oversee NZTE's technology in its entirety, ensuring our people and systems are best equipped to deliver NZTE's purpose, delivering a seamless and reliable IT experience for customers and our people.
- Maintain excellent digital infrastructure and systems that enable our people – who operate across the globe - to work in a fast-paced, high-performing way
- Represent the digital function in the strategy, planning and execution of our digital transformation strategy.
- Lead the implementation of the technology component of the Digital strategy for all associated plans, projects and activities.
- Work across NZTE functions to identify opportunities where technology can aid effectiveness and efficiency.

CHIEF TECHNOLOGY OFFICER, MĀTANGA HANGARAU MATUA



- Take a human-centred, user-centred approach to digital innovation, staying up to date with emerging technologies and trends, and any impact they have may on NZTE.
- Ensure the stability, efficiency and security of NZTE's systems, protecting NZTE, our data and privacy at all times, maintaining best in class standards and management.
- Establish and ensure that disaster recovery plans are in place for all technology and that these are routinely tested, weakness identified, and appropriate improvement plans developed and implemented.
- Build rapport with key stakeholders to influence others to consider your point of view and gain support and agreement for plans, changes and new approaches.
- Align closely with the Chief Data & Analytics Officer to ensure our data and digital teams are aligned, working together to deliver outcomes for NZTE.
- Align closely with the Director of Digital Products and other key digital leaders to ensure that digital channels are built and maintained in an effective way, aligned to our organisational and product strategies.
- Join up with other Leaders and Directors to continuously look for and explore opportunities to support and collaborate to produce great outcomes.
- CRM governance group and CRM business owners
- Drive key technology partnerships (e.g. Microsoft & ServiceNow) to seize opportunities to accelerate and enhance our Digital strategy. Ensure maximum value is delivered from vendor relationships and licensing.

Success in this role means:

- Digital delivery of services is at the core of NZTE.
- Winning the hearts and minds of NZTE employees
- Keep the backbone of our operational systems running securely, reliably and at the highest levels of performance possible.
- Ensuring our Digital budget is well managed – balancing our systems operating at a high level with introducing new technologies and systems.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **An inspirational leader** that walks the talk in terms of people leadership, coaching and support while continuously striving and driving for excellence.
- **A highly credible technical senior leader** – Qualified and holds significant experience in technology leadership roles and with a strong track record of delivering.
- **Sound strategist** – able to develop strategic and operational plans; give concise and insightful analysis and assessment of strategic options, and test alignment with NZTE's vision and direction. Strong understanding and curiosity of current and emerging technologies, and their potential impact on the business.
- **Outstanding communicator** - able to build rapport quickly and can quickly analyse critical needs. Can adjust personal style as required and tell persuasive stories. A deep listener who can quickly understand what is needed (not just what is wanted). Skilled at having honest conversations and challenging others with confidence. The ability to translate technical concepts to non-technical stakeholders.
- **Relationship builder and connector** – able to develop and maintain trusted relationships and interact with key influencers and decision-makers. Can provide insight, and advice, and drive dynamic discussions at senior management level by “doing what you say you are going to do”. Actively looks for and creates opportunities to connect people so they can learn from

CHIEF TECHNOLOGY OFFICER, MĀTANGA HANGARAU MATUA

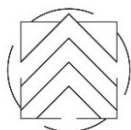
each other. Skilled at building and leveraging internal relationships to a trusted level to create results for customers.

- **Autonomous** – self-directed and motivated, works comfortably with ambiguity, finds opportunity inside an agreed framework, and deploys great judgement on the job. Displays critical thinking skills and is an astute problem solver.

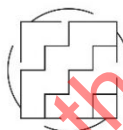
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



AMBITION
Drives us



ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".

CHIEF TECHNOLOGY OFFICER, MĀTANGA HANGARAU MATUA



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti o Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.

Released under the Official Information Act 1982

CLOUD INFRASTRUCTURE MANAGER

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director Infrastructure, Security and Support	Auckland/Wellington/Christchurch - Hybrid	5	Digital and Data

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

The role of Cloud Infrastructure Manager is pivotal in driving the design, deployment, and maintenance of cloud-based infrastructure solutions. You will oversee the implementation of cloud infrastructure initiatives, providing technical guidance to enhance efficiency and effectiveness.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- **Lead the design, deployment, and maintenance** of cloud-based infrastructure solutions, ensuring they are robust, reliable, and fit for purpose.
- **Manage the implementation** of cloud infrastructure initiatives and projects, ensuring they meet technical requirements and are delivered on time.
- **Provide technical guidance and leadership** to Enterprise Systems Engineers and other system administrators, fostering a culture of knowledge sharing and continuous learning.
- **Optimize cloud resource usage and cost-effectiveness** through diligent monitoring, analysis, and optimization efforts.
- **Ensure compliance** with security, privacy, and regulatory requirements in all cloud infrastructure deployments, safeguarding NZTE's digital assets.
- **Participate in capacity planning and scalability efforts** to support NZTE's growth and evolving needs, ensuring the infrastructure can scale effectively.
- **Evaluate and select cloud service providers and technologies** based on a comprehensive assessment of business, technical, and procurement considerations.
- **Lead continuous improvement initiatives** to enhance the performance, reliability, and security of cloud infrastructure environments, driving operational excellence.
- **Inspire, guide, develop** and empower your direct reports to be high performing and reach their full potential.
- **Manage and optimize** NZ telecommunications and global network, guaranteeing performance and availability align with or surpass established Service Level Agreements.
- **Ensure continuous** and on-going communications to relevant stakeholders during an incident / or outage (e.g. CTO, TC of affected office, affected office staff).

CLOUD INFRASTRUCTURE MANAGER



Success in this role means:

- Effective team leadership, mentoring and technical guidance.
- Technical expertise and the ability to drive innovation and continuous improvement in system design and implementation.
- Alignment of infrastructure initiatives with business objectives.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **A leader people want to follow – great at inspiring and motivating others and getting** the best from individuals and teams. Provides challenging tasks and assignments, actively develops individuals and is a great people builder and leader.
- **Passion, enthusiasm, and the ability to influence others to achieve outcomes** - You are curious and passionate about new and emerging technologies and the ability to successfully solve complex technical problems in a collaborative environment. We are a tight knit team; you need will need to be an exemplary team member and team player.
- **Excellent interpersonal, oral, and written communication skills** and the capacity to establish and maintain effective working relationships at all levels. You are an impactful team member and Subject matter expert.
- **An outstanding communicator** – with the ability to present information and recommendations to peers, leaders, and other decisions makers.
- **Genuinely committed** to providing a quality service to all customers, with a keen sense of purpose and direction.
- Proven in business improvement and operational skills, with a **continuous improvement mindset** which can be distilled into pragmatic technical solutions.

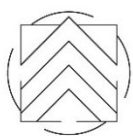
Released under the Official Information Act 1982

CLOUD INFRASTRUCTURE MANAGER

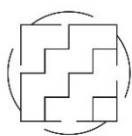
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity, and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



AMBITION
Drives us



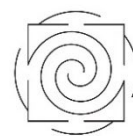
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.

DIRECTOR INFRASTRUCTURE, SECURITY AND SUPPORT



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Chief Technology Officer Mātanga Hangarau Matua	Auckland/Wellington - Hybrid	2	Digital and Data

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

To ensure the efficient support for, and provision of, stable and secure IT systems, including apps, cloud, voice and video conferencing, internal IT infrastructure, network security, LAN/WAN, patch management and vendor management. Additionally, this role is tasked with keeping NZTE people and data safe and secure from cyber incidents and privacy breaches.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- Inspire, guide, develop and empower your direct reports to be high performing and reach their full potential.
- Ensure the team has a clear and prioritised view ahead so resources can be planned and aligned with the organisation's priorities.
- Lead the Digital Support team to ensure service desk services are delivered in a manner that provides an exceptional experience for NZTE people seeking support.
- Manage resourcing (including in-market contract resourcing) to cover required time zones and meet delivery requirements.
- Develop, measure and report on key support metrics, including evaluating calls, trends, matters of significance and recommending appropriate courses of action, including areas for improvement.
- Optimise and ensure the security of NZTE systems.
- Manage NZ telecommunications and global network performance and availability to meet (or exceed) agreed Service Level Agreements.
- Ensure global computer infrastructure performance and availability.
- Ensure all systems will meet anticipated availability and capacity requirements.
- Identify risks to the uninterrupted supply of IT services, develop appropriate mitigation strategies and manage system business recovering planning.
- Support organisational business continuity planning.
- Lead efforts to secure NZTE systems by evaluating and implementing advanced security features.
- Identify issues, risks and implications relating to the IT environment and proactively identify and propose management options.
- Advise on, and contribute to, technology projects, as required.

DIRECTOR INFRASTRUCTURE, SECURITY AND SUPPORT



- Ensure any outages, performance degradations or network losses are restored to BAU as soon as reasonably possible.
- Ensure continuous and on-going communications to relevant stakeholders during an incident / or outage (e.g. CTO, TC of affected office, affected office staff).
- Lead the team to identify and engage on new opportunities and across all areas of responsibility.
- Actively manage vendor contracts to ensure services are delivered to agreed service levels and deliver the agreed outcomes.
- Contribute as a member of the Digital leadership team, working collaboratively with peers and other stakeholders.

Success in this role means:

- Proven experience managing technical functions/teams, with a customer centric mindset.
- Proven experience with and understanding of Cyber risk management, understand current cybersecurity threats, defence mechanisms and emerging technologies.
- Demonstrated team leadership skills, excellent communication, and the ability to coach and motivate individuals to deliver the best customer service while operating within defined policies and processes.
- Proven experience in managing complexity and planning based on priority.
- Excellent problem-solving skills.
- Proven experience with using data to identify trends, patterns or problems and the use of key metrics to increase efficiency.
- A deep understanding of Microsoft technologies and common SaaS applications and standards.
- Excellent interpersonal and communication skills and an ability to build and maintain relationships with Digital colleagues, internal stakeholders, senior leaders, and external suppliers.
- A calm, positive, proactive approach, and an ability to prioritise tasks in a pressured environment.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGĀ?

- **A highly credible senior leader** – with a tertiary degree and at least 10 years' experience in relevant roles, plus the experience and capability to operate autonomously and independently, while being aligned to vision.
- **A leader people want to follow** – great at inspiring and motivating others and getting the best from individuals and teams. Provides challenging tasks and assignments, actively develops individuals and is a great people builder and leader.
- **A Sound strategist** – able to develop strategic and operational plans; give concise and insightful analysis and assessment of strategic options, and test alignment with NZTE's vision and direction.
- **Commercial acumen** – experience working with or advising businesses, maximising commercial outcomes, plus knowledge and expertise in exporting and operating effectively in international markets. Excellent at using data to communicate trends and patterns.
- **Strong at building relationships and interpersonal skills** – Able to use and build on existing connections internationally to leverage results for our customers plus develop and maintain great relationships with multiple stakeholders. Relates well to everyone, understands own impact, and manages conflict well.

DIRECTOR INFRASTRUCTURE, SECURITY AND SUPPORT



- **An outstanding communicator** - able to tell a powerful, persuasive, and inspiring story that captures the audience. Engages effectively, with tact and diplomacy with leaders of industry, business, and government to achieve planned outcomes.
- **Great at prioritising** – spends time on what’s important; zeros in on the critical, eliminates roadblocks; creates focus for self and team.
- **Calm under pressure** – This is a fast paced and at times highly pressurised role, the ability to remain calm and think / communicate clearly and quickly is key.
- **Excellent at problem solving** – use initiative, be forward thinking and decisive with decision making while staying cool under pressure. Super attention to detail, incredibly accurate and with great presentation skills.
- **A demonstrated track record** of successfully implementing technology that result in measurable organisational benefits.
- **Technical expertise required:**
 - In depth knowledge of IT infrastructure environments (minimum of 5-8 years' experience)
 - Experience working in virtualised environments.
 - High level of networking & security experience a must.
 - Experience with managing and motivating a team in an IT environment.
 - Experience with managing external ICT vendor relationships.
 - Knowledge and understanding of IT products, trends, and best practices.
 - Knowledge of support process best practices.

Released under the Official Information Act 1982

DIRECTOR INFRASTRUCTURE, SECURITY AND SUPPORT



Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "enhancing mauri to deliver impact".



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.

GENERAL MANAGER, DIGITAL AND DATA



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP	Budget
Chief Executive Officer	New Zealand	3 (approx. 90 indirect reports)	Digital and Data	~\$23m

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

NZTE's Digital Strategy has two pillars. The first is to contribute to an intuitive value adding omnichannel experience for NZTE Export and Investment customers, supplementing human engagement with digital products and services. The second is to achieve great productivity amongst our people through use of digital tools. Both pillars are built on a foundation of reliable data.

The General Manager will lead the development and implementation of the Digital strategy. This includes responsibility for the management of our digital initiatives, including the prioritisation and delivery of digital products and channels.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The core Digital and Data parts of the role are:

- Ensure there is a clear, current, and compelling vision for NZTE's digital strategy.
- Drive alignment of direction, priorities, goals, and ways of working across the teams in the Digital Group, and across NZTE.
- Build and maintain a highly effective and mature data ecosystem, including data governance, data and information management, analytics, and advisory services.
- Ensure the successful ideation and development of impactful digital products and digital platforms.
- Effectively prioritise, resolve, and make decisions on competing demands from different parts of the organisation.
- Ensure that digital and data is embedded in our core way of working and delivers more value to customers and our people.
- Deliver a safe and secure digital platform and protect us from Cybersecurity incursions.

As the General Manager, Digital and Data you will also be expected to do the following:

- Be an experienced advocate of 'Digital' at Lead Team that can educate and lift the overall capability of Lead Team.
- Drive alignment of priorities at Lead Team and provide transparency and visibility of the programme of work.
- Provide a holistic view of resources, investment, value across the 3 teams.
- Provide clarity of a single-entry point into accessing this team, lifting stakeholders' confidence and ease of engagement

GENERAL MANAGER, DIGITAL AND DATA

- Have a business wide view of delivering change - including the role of technology, systems, processes, people, data, and communications.
- Champion the organisation to be more receptive of digital change, and to provide clear understanding of the why behind pieces of work.
- Have a strong voice, willing to challenge, but pragmatic.

For the sake of clarity, this role is not:

- Responsible for leading the embedding of change initiatives that have a digital transformation component. This sits with the relevant General Manager.

Be an exceptional people leader and culture builder.

- Collectively own and develop NZTE's culture, role modelling our characters.
- Build leadership capability and a high performing team and nurture diversity, inclusion and belonging within the wider Digital and Data Group, and NZTE more broadly.

Key contributor to strategy development for NZTE

- As a member of Lead Team, contribute to the overall strategy, direction, and leadership of NZTE. This includes setting organisation priorities, ensuring they are resourced appropriately, and empowering teams to deliver to these.

Success in this role means:

- NZTE's digital systems, ways of working, and solutions enable our customers to grow.
- Our people have the tools to enable them to do their best work, most productively.
- Our way of delivering end-to-end digital solutions is organised, prioritised, efficient, and financially sustainable.
- Our digital solutions are developed across NZTE not in a silo.
- Digital best practice and innovation is introduced into whole of NZTE
- Our digital environment is safe and secure.

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **A good leader** – Someone who walks the talk in terms of people leadership, coaching, empowering, and building high performing teams, and shaping organisation culture in a distributed environment.
- **Digital Know How** – Someone who has significant digital experience and understands the core concepts and technologies, digital trends, market dynamics, along with the ability to develop and execute a clear and compelling digital strategy.
- **Innovative thinking:** Creative problem-solving skills to develop innovative digital solutions and products that deliver value to customers and the organization.
- **Operational excellence.** Excellent in execution, able to remove barriers and drive clarity in teams to perform well.
- **Results orientation:** Demonstrated track record of achieving measurable business outcomes through digital and data-led initiatives.

GENERAL MANAGER, DIGITAL AND DATA

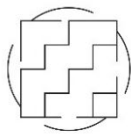
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



AMBITION
Drives us



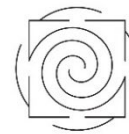
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.



NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti ō Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.