PORT TARANAKI LIMITED

POSITION DESCRIPTION

1.	POSITION DETAILS

Position: Senior Systems Analyst

Department: Information Technology

Location: Port Taranaki – New Plymouth

Reports to: Customer and IT Manager

Date: April 2022

2.	PURPOSE

To maintain and support Port Taranaki's business systems while developing and securing Port Taranaki's IT future infrastructure environment to fit future business needs. To ensure systems operate at optimal efficiency, that maintenance and implementation of systems are carried out in a professional manner and business continuity is maintained.

Implement and analyse complex Port Taranaki systems including planning, development, testing, and deployment processes for various departments, and reporting progress to the management team.

Develop business IT expenditure budgets, and regularly update expenditure forecasts, troubleshoot problems, manage risks, and schedule deadlines for technical deliveries.

Create solutions which will increase efficiency within the Port Taranaki business.

3. ORGANISATIONAL CHART

Your immediate Supervisor: Customer and IT Manager

Other positions reporting to that person: 2

Positions reporting to the incumbent: Nil

4. KEY ACCOUNTABILITIES

Systems Planning, Asset Management and Optimisation of IT Systems

- Investigate, analyse current systems and recommend new or replacement information systems (hardware and software) which leverage technology and enhance business processes and procedures to ensure these are fit for business needs and aligned with the business vision.
- Drive the development of an IT system strategy and roadmap for Port Taranaki and execute on the strategy. Maintain, review and upgrade equipment, network configuration, software and IT security for the company
- Working closely with key stakeholders, implement projects to optimise the use of technology, and software solutions across the business, capture detailed business requirements and make appropriate technology recommendations. Provide technical support for the networking and server infrastructure and equipment.
- Support business to ensure optimal utilization of business applications across Port Taranaki
- Maintain all relevant records up-to-date, and compile reports using Service Desk statistics to inform decision making, problem solving and analytics
- Deliver solutions that support best practise disaster recovery and business continuity outcomes.
- Develop Cyber security solutions ensuring that all business systems are appropriately protected from unwanted intrusion, and Port Taranaki Cyber Security policy is regularly reviewed, and updated as appropriate, and aligned with industry best practise.
- Work with third party consultants to regularly audit Cyber Security protocols.
- Manage the daily activities of the IT Team with support from the Customer and IT Manager. Note that the Service Desk Technician reports to the Customer and IT Manager but daily IT tasks should be coordinated through the Senior Systems Analyst.
- Manage external service providers

Project definition and implementation

- Take an active role in the selection of Port Taranaki's business system solutions
- Provide input at each stage of business system selection ensuring compatibility with current IT infrastructure and policy
- Ensure IT System projects are fully planned prior to commencement and that project implementation is on time and within approved budget. Work closely with project managers to support new system implementations.
- Provide technical expertise and support to projects as and when required
- Provide on call out of hours service as required.

Customer Support

- Deliver second / third level support for help desk functions
- Provide assistance and advice to Service Desk Technician when required or when a service desk request is escalated in order for it to be closed.
- Coordinate the deployment of PCs within the company
- Coach, train and relay any required information to enable end users to efficiently use the company's installed systems
- Provide and update user documentation
- Provide upper-level support, including but not limited to servers and network equipment.
- Provide support for the Port's software systems including Maximo, Nav, Tm1, MES, Sharepoint and other Office 365 family products.

Asset Management Hardware/Software

- Working with the business to ensure Cyber Security Policy and program of work is planned, maintained, and executed.
- Prioritise security and protection of the company's IT system and data. e.g. (but not limited to) virus protection, general updates, email system scanning, back up procedures, data recovery and restoration testing, access /audit log use and maintenance, etc
- Install, provide maintenance and updates for the organisation's software and hardware

needs
- Manage security and interfaces of Port Taranaki industrial control systems
- Manage integration of industrial control systems to the business system infrastructure
- Manage network and other hardware not part of the industrial control systems
- Conform with Asset Register requirements by ensuring the status of all IT related equipment is accurate and current within documentation or records
- Conduct audits and use analytics to contribute information for asset management and/or IT Capex requirements
- Create and maintain documentation controlled by the IT department

Policies and procedures

- Develop and implement IT Policies, procedures and systems

Leadership

- Take all opportunities to engage in coaching team members
- Create opportunities to build a sense of community within the team and cross-functionally
- Demonstrate through your actions the principles important to the Commercial and IT team. People, Respect, Innovation, Delivery and Excellence

Safety & Environment

- Promote a strong zero harm health and safety culture in the workplace
- At all times comply with the health and safety policies and practices of the company
- Maintain the highest standard of health and safety and environmental practices and under no circumstances compromise safety
- Actively contribute to the Company's Zero Harm Philosophy and SHED (Safely Home Every Day) Values
- Report all hazards and unsafe conditions
- Report all incidents (including near misses) and accidents in accordance with company policy

Communication & Teamwork

- Contribute to wider Port Taranaki initatives and continually put forward ideas that improve how we operate
- Embrace and proactively support the company values of Pioneering Spirit, In Touch and Job Well Done
- Develop and maintain effective communication with all department members to ensure that the department works as a team
- Engender a spirit of teamwork and cooperation in the department and the company as a whole
- Display good communication skills when dealing with customer enquiries

Additional Duties

- Any other duties of a similar type as required by the Head of Commercial or Executive Leadership Team

5. KEY CHALLENGES

- Managing expectations of internal customers
- Meeting project deadlines
- Balancing multiple conflicting priorities and business support needs
- Thinking strategically to ensure that Port Taranaki's IT infrastructure environment is fit for future business needs

6. DECISION MAKING AUTHORITY

DECISIONS EXPECTED:

- ➢ Network and software upgrades
- ➢ Business application selection
- ➢ Cyber risk
- ➢ Optimisation of Port Taranaki's IT business applications
- ➢ Business continuity planning
- ➢ Disaster recovery
- ➢ Industrial control system design

7.	KNOWLEDGE, SKILLS AND EXPERIENCE

SKILLS/KNOWLEDGE

ESSENTIAL	DESIRABLE
➢ Strong IT and analytical skills ➢ A commitment to providing excellent customer service and teamwork ➢ Effective planning and time management skills ➢ Excellent oral and written communication ➢ Knowledge of Microsoft Windows 10, Server 2016 / 19. Apple IPADS and Iphones. Microsoft Cloud solutions including Office 365, Teams, Sharepoint. ➢ Sound knowledge and understanding of Networking and switch operation	• Advanced Networking Knowledge • Advanced Server Knowledge.

EXPERIENCE

ESSENTIAL	DESIRABLE
➢ Considerable experience in a similar IT based role ➢ Hands on experience problem solving hardware issues ➢ Experience with Microsoft Windows 10, Server 2016 / 19, Apple Ipads, Iphones. Microsoft Cloud solutions including Office 365, Teams and Sharepoint.	

8.	TECHNICAL/ PROFESSIONAL QUALIFICATIONS

ESSENTIAL	DESIRABLE
Holds a relevant IT qualification	

9.	WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
The role requires close working relationships with all business leaders, functional departments and team members at Port Taranaki.	The role requires the building and maintainence of working relationships with key existing suppliers of IT related products and services.

10. PLANNING

- ➢ Disaster contingency exercises.
- ➢ System upgrades and installation of patches.
- ➢ Configuration, installation, testing and commissioning of hardware and operating systems for new applications.