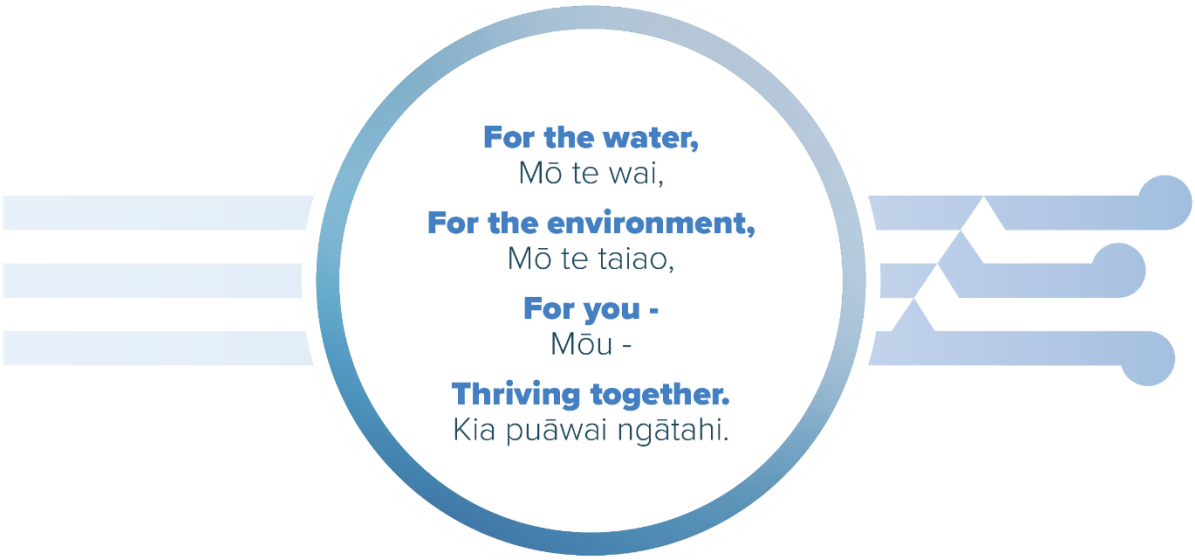
WAITĪ WATERS

Position Description

Position details

Position title	Business Applications Specialist
Reports to	Technology and Information Lead
Direct reports	None
Location	Masterton head office
Delegations	None



About Waitī Waters

Waitī Waters is a water services council-controlled organisation established under the Local Government (Water Services) Act 2025. We are owned by South Wairarapa, Carterton, Masterton, and Tararua District Councils, in partnership with Rangitāne and Ngāti Kahungunu.

Our Board of Directors governs Waitī Waters and the Stakeholders' Forum of Council and iwi representatives provides oversight on behalf of our owners and partners.

From 1 July 2027, we'll deliver drinking water, wastewater and stormwater services to around 25,000 connections and 70,000 people. We'll manage close to $700 million in water assets, and plan to invest around $400 million over the next decade. Our service promise is simple: delivering safe and sustainable water services our communities can count on.

Our name comes from the Matariki star linked to freshwater, and the role it plays sustaining life and wellbeing.

About your group

Waitī Waters is made up of five groups:

Service Delivery

Infrastructure

Finance and Commercial

Customer, People and Safety

Strategy, Regulatory and Governance

Your role sits in the Finance and Commercial group. This group is responsible for Waitī Waters' financial sustainability, commercial discipline, technology capability and corporate infrastructure. The group brings together finance, economic regulation and pricing, procurement and commercial, technology and information, and property, facilities and fleet. It provides the financial strategy, systems and controls that underpin sound investment decisions and long-term affordability for customers.

About your team

Technology and Information provides the systems, information and digital services that support Waitī Waters' operations and organisational performance. The team is responsible for technology strategy, technology service delivery, business systems, operational technology, information management, cyber security and digital improvement. It enables staff to work effectively, supports the delivery of water services, and helps ensure decisions are based on reliable and trusted information.

The team operates and supports core business systems, including customer, finance, asset management and operational platforms. It helps connect operational, customer, financial and

asset information across the organisation and supports technology-enabled improvement and better decision-making.

About your role

The Business Applications Specialist is responsible for supporting, maintaining and improving Waitī Waters' business applications and associated business processes. The role works closely with business users, vendors and service providers to ensure business applications are reliable, fit for purpose and deliver value to the organisation.

The role provides application expertise across core business systems, supports system configuration and user adoption, and helps ensure information is accurate, accessible and trusted. It contributes to technology-enabled improvements that support safe, reliable and affordable water services.

What you'll do

Responsibility area	Key Deliverables
ROLE-SPECIFIC RESPONSIBILITIES	
Business application support and administration	• Business applications are maintained, supported and available to meet operational and business needs. • User issues are resolved or escalated effectively, and system performance is monitored and continuously improved.
System configuration and optimisation	• System configuration, workflows, forms and business rules are maintained to support efficient and consistent business processes. • Opportunities to improve usability, efficiency and service outcomes are identified and implemented.
Business partnering and user support	• Strong relationships are maintained with system users across the organisation. • Business requirements are understood and translated into practical system solutions. • Users are supported to adopt and get the best value from technology investments.

Responsibility area	Key Deliverables
Data quality and information management	• Data quality, information integrity and system governance requirements are supported across business applications. • Issues affecting data quality are identified and addressed in partnership with business data owners.
Application change and improvement	• System upgrades, enhancements, testing and implementation activities are coordinated and delivered effectively and in collaboration with business leaders and users. • Technology-enabled improvements support organisational efficiency, service performance and decision-making.
Vendor engagement	• ERP system vendor relationships are effectively managed, ensuring systems meet business requirements and support reliable service delivery.
COMMON RESPONSIBILITIES	
Working relationships and development	• Constructive working relationships are built and maintained with colleagues, stakeholders and partners. • Own professional development is actively managed. • Contributes actively to team and organisational culture, consistent with our How We Work principles.
Health and safety	• Own safety and the safety of others is actively managed at all times. • Full compliance with Waitī Waters health, safety and wellbeing policies and safe systems of work. • Incidents, near misses, hazards and risks are reported promptly through the designated system.
Emergency management	• Emergency management training and exercises are completed as required. • Roster, on-call or call-out duties applicable to the role are undertaken. • Role-specific responsibilities under Waitī Waters' emergency response plans are understood and carried out when activated.

Who you'll work with

Internal	External
Technology and Information Lead	Technology vendors and software providers
Technology and Information team	Managed service and software support providers
Finance team	Application implementation partners
Customer team	Technology consultants
Service Delivery teams	Other water organisations
Infrastructure teams	
Other Waitī Waters teams	

What you'll bring

Essential

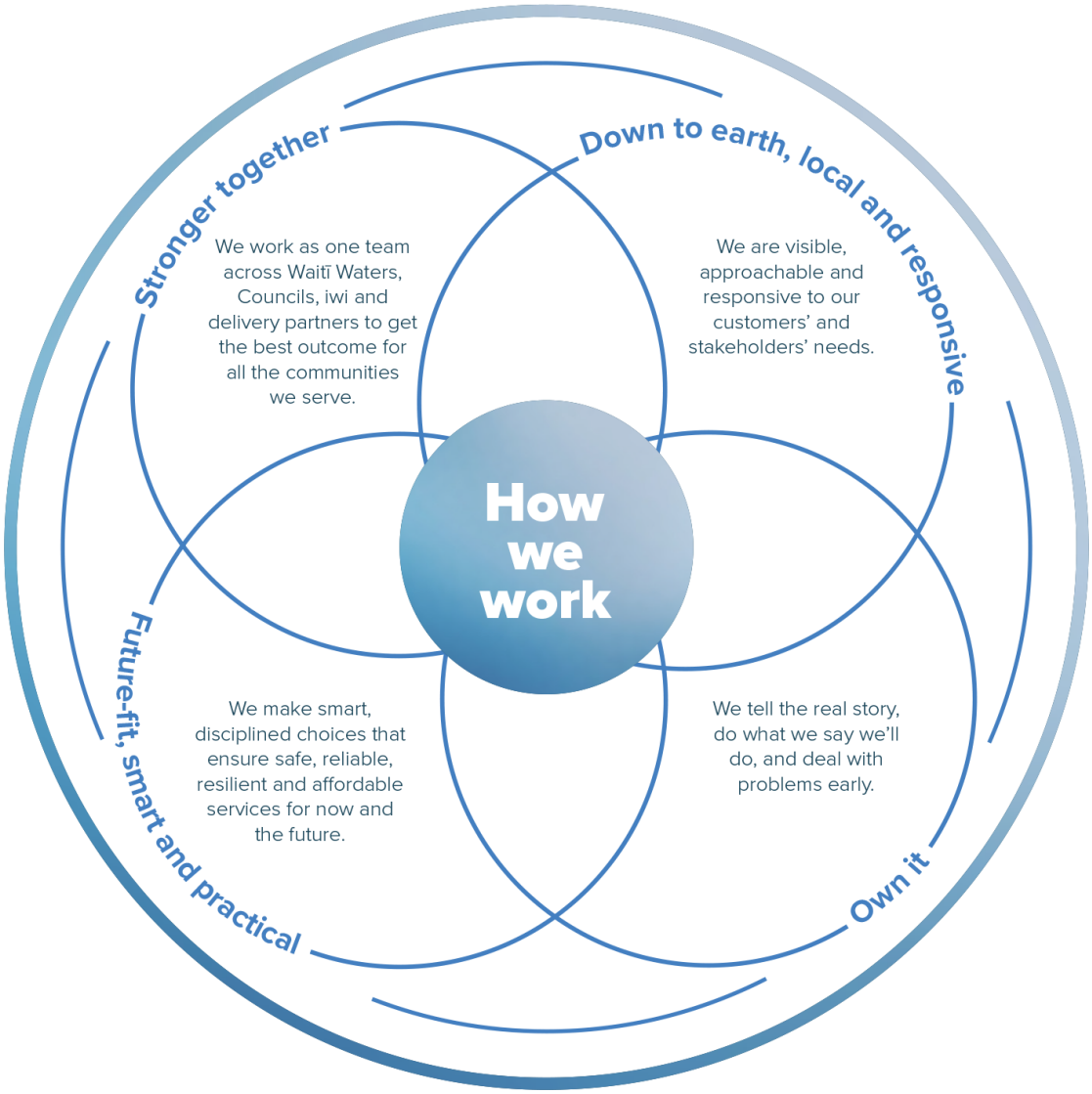
- Relevant qualification in information technology, business systems, information management or a related field, or equivalent experience.
- Experience supporting and administering enterprise business applications and business systems.
- Experience supporting system integrations, reporting or business intelligence tools.
- Experience working with software vendors, managed service providers or implementation partners.
- Demonstrated ability to gather business requirements and translate them into practical system solutions.
- Strong analytical and problem-solving skills.
- Experience supporting system testing, upgrades, configuration and change activities.
- Understanding of information management, data quality and business process improvement.
- Strong communication and stakeholder relationship skills.

- Ability to work collaboratively across operational, technical and corporate teams.
- A commitment to working in partnership with iwi and hapū.

Desirable

- Experience with customer, finance, asset management, reporting or operational applications.
- Experience in local government, utilities, infrastructure or a council-controlled organisation.
- Knowledge of information governance and data management practices.

How we work



Changing this position

Waitī Waters is a new organisation, and roles are expected to evolve as the organisation matures. Waitī Waters may, from time to time, make reasonable changes to this position description in consultation with the position holder.