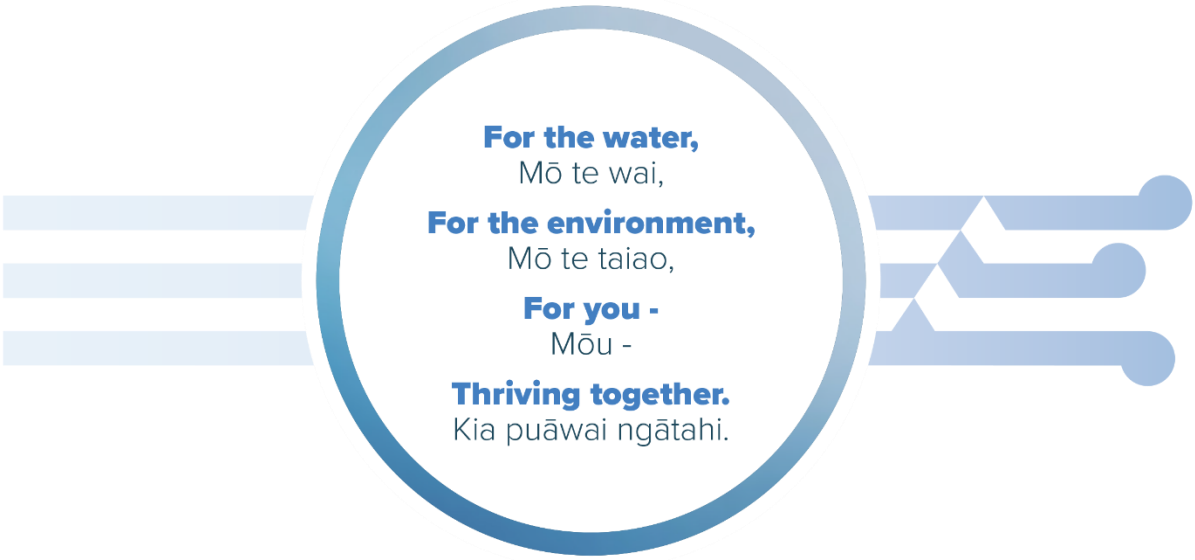
WAITĪ WATERS

Position Description

Position details

Position title	IT Operations Specialist
Reports to	Technology and Information Lead
Direct reports	None
Location	Masterton head office
Delegations	Non



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 supports core business systems, including customer, finance, asset management and operational platforms.

About your role

The IT Operations Specialist helps ensure Waitī Waters' technology services are reliable, secure and responsive to business needs. The role provides day-to-day support for technology infrastructure, end-user computing, business applications and technology service delivery, helping staff work effectively and maintaining the systems that support water services.

The role works closely with the Technology and Information Lead, managed service providers and business teams to resolve issues, support system improvements and contribute to a secure and resilient technology environment.

What you'll do

Responsibility area	Key Deliverables
ROLE-SPECIFIC RESPONSIBILITIES	
Technology service support	• Technology incidents, service requests and user issues are resolved in a timely and professional manner. • Staff receive reliable support and appropriate training that enables them to work effectively. • Service performance information is maintained, and recurring issues are identified and addressed.
End-user and workplace technology	• User devices, software, collaboration tools and workplace technology are configured, supported and maintained. • Staff have access to the technology they need to perform their roles safely and efficiently.
Business systems support	• Core business systems and applications are supported and maintained to meet operational requirements. • System issues are investigated and resolved or escalated appropriately. • Changes are implemented in a controlled and well-documented manner.
Infrastructure security and resilience	• Technology infrastructure, user access, security controls and operational processes are maintained in line with organisational requirements.

Responsibility area	Key Deliverables
	• Risks, vulnerabilities and technology issues are identified and escalated appropriately. • Business continuity and recovery processes are supported.
Technology improvement and vendor management	• Opportunities for service improvement, automation and better use of technology are identified and supported. • Effective working relationships are maintained with vendors, service providers and internal stakeholders to deliver practical technology outcomes.
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 service providers

Internal	External
Technology and Information team	Telecommunication providers
All Waitī Waters leaders and staff	Cybersecurity providers
	Technology consultants and implementation partners
	Other water organisations

What you'll bring

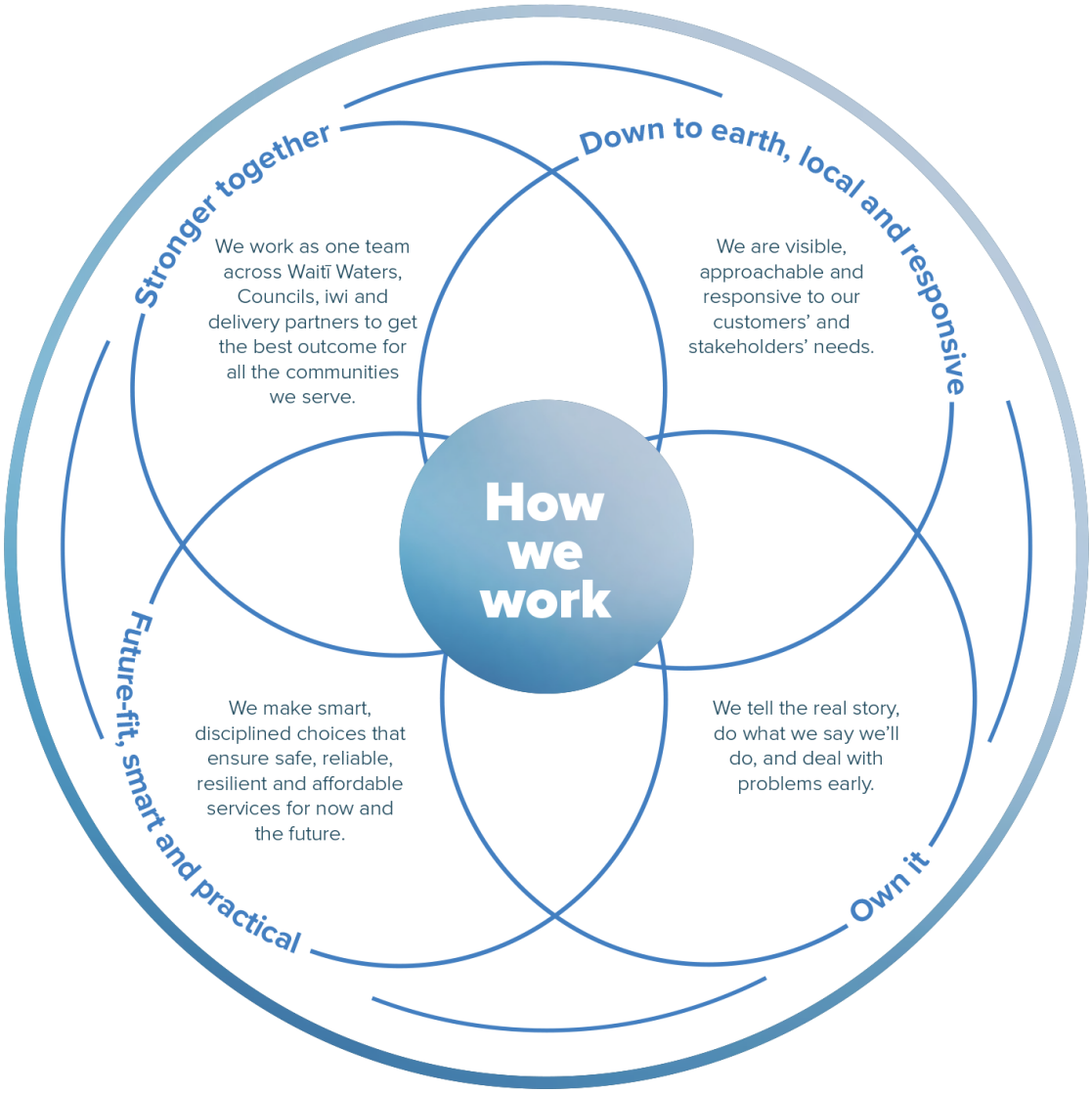
Essential

- Relevant qualification in information technology, information systems or a related field, or equivalent practical experience.
- Experience supporting end-user technology, business applications and technology service delivery.
- Experience administering Microsoft 365, cloud services, business applications or comparable enterprise systems.
- Strong troubleshooting and problem-solving skills.
- Experience working with service desk, incident and change management processes.
- Ability to communicate technical information clearly and effectively to non-technical users.
- Understanding of technology security, access management and good information management practices.
- Ability to manage competing priorities and maintain service quality in a busy operational environment.
- Strong customer service and stakeholder relationship skills.
- A commitment to working in partnership with and iwi and hapū.

Desirable

- Experience in water services, utilities, local government, infrastructure or other operational environments.
- Experience supporting operational technology, telemetry, SCADA or field-based technology systems.
- Experience working with managed service providers and technology vendors.
- Knowledge of cybersecurity, business continuity and disaster recovery 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.