



## Service Delivery Engineer Lead

Wellington

<b>Team:</b>	ICT Service Delivery	<b>Location:</b>	Wellington
<b>Reports to:</b>	Field Services Manager		
<b>Role Type:</b>	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 to ensure great customer service is provided by the ICT teams in Wellington, supporting the entire business, whether remotely or in person. Managing and maintaining the MDM solution to ensure KiwiRail devices are kept up to date and secure. Providing excellent customer support for VIPs across KiwiRail and Interislander to keep our services running for Aotearoa.

### Key Accountabilities

Within the area of responsibility, this role is required to:

- Manage and maintain the Intune environment, creating policies, profiles and ensuring security updates are rolled out across the EUC fleet
- Providing strategic input for areas of focus for the Field Services team
- Oversee ICT operational end-to-end service delivery to the business
- Responsible for 24x7 support for VIP individuals namely execs and support for board members
- When not required for the scheduled meetings, travelling NZ based on a schedule to ensure sites are getting the amount engagement and support required.

### Key challenges

- Maintaining the Microsoft Intune environment
- Managing day to day tasks for the Field Services Team
- Engaging with all levels of staff, including Chiefs and Masters
- High pressure and strict deadlines whilst working independently

<b>Key Relationships</b> Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Field Services Manager		✓	✓	
	Head of Service Delivery		✓		
	Purchasing Coordinator			✓	
	KiwiRail Staff		✓	✓	✓
	NTT Field Services	✓		✓	✓
External	Spark			✓	
	NTT		✓	✓	

## What you will do to contribute

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### Health Safety and Wellbeing

- Implement safety procedures and ensure team compliance
- Analyse workplace risks and develop mitigation strategies
- Promote a culture of safety and wellbeing within the wider team
- Respond effectively to safety incidents and near-misses
- Support team members' physical and mental health

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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

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### High Performing Teams Skills

- Set clear performance standards aligned with KiwiRail's goal
  - Build a supportive and cooperative team environment
  - Provide timely and constructive feedback
  - Actively seek diverse perspectives in problem-solving
  - Identify opportunities for coaching and mentoring
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### 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

- Management of local engineers for daily tasks and escalations
- Maintaining and MDM such as Microsoft Intune to manage large numbers of devices
- Working with all levels of staff, from Office Workers to CEO and Board
- Working with multiple departments and working to deadlines such as in projects, Statements of Work and other timed based tasks

### Ways of working / Work-related qualities

- Independent worker that also works well in a team
- Good at making decisions and managing conflict
- Flexible hard working with a great work ethic

### Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

**CREATING  
STRONGER  
CONNECTIONS**

The KiwiRail logo, featuring the word "KiwiRail" in a bold, sans-serif font, followed by a stylized graphic of a kiwi bird's tail feathers.