



## Integration Specialist

Auckland

<b>Team:</b>	Integration Team – ICT	<b>Location:</b>	Auckland
<b>Reports to:</b>	Integration Manager	<b>Job family:</b>	ICT
<b>Role Type:</b>	Fixed Term (2 years)		

### 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.

The Integration team helps to ensure that that KiwiRail's technology systems are seamlessly integrated to support information flows between systems in a structured and controlled manner. The team is responsible for 24/7 support incident management for integration services when and where required.

The purpose of the Integration Specialist role is to provide ongoing support and development of integration services, and will build, create, monitor & develop services working within an integration framework to ensure consistency of services to both external and internal customers.

### Key Accountabilities

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

- Maintain lifecycle of APIs and integration services
- Work with customers to resolve integration issues.
- Develop new integration services based on designs and business needs.
- Ensure all integration services meet KiwiRail integration standards; provide sufficient logging, have built-in error handling & provide DR. Ensure integration services are fit for purpose and are secured adequately.
- Proactively report on and remediate problems before they become incidents.
- Troubleshoot issues and support incident management for integration services, working as an integral part of the Integration team to provide 24/7 support to the business.
- Maintain documentation and service catalogues for integration services.
- Actively engage with technical leads and solution architects for BAU and project delivery to help support and deliver integration requirements.
- Help to integrate software development, testing and operational activities while considering the IT environment, design practices, cost and security compliance.
- Contribute to continual improvement across integration services, and to a culture of continuous improvement within ICT, by applying lessons learned and innovative ways of working.
- Identify and recommend opportunities for process and systems improvement and work with the team and relevant parties to develop and execute improvements.
- Look for opportunity to improve service delivery, reduce capital and opex costs.

### Key challenges

- Managing and analysing complex and sensitive issues
- Prioritising and delivering key tasks in a fast-paced high demand environment

<b>Key Relationships</b>		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Here are the key relationships relevant to this role					
Internal	Integration Manager		✓		
	ICT Application Managers			✓	

	Business Managers			✓	
	Architecture Team			✓	
	Finance			✓	✓
	Operations			✓	✓
	Technical Leads			✓	
	ICT Services			✓	✓
External	Outsourced Partners			✓	
	3 <sup>rd</sup> Party Vendors			✓	



## What you will do to contribute

<b>Health Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Promote a culture of safety and wellbeing within your team</li> <li>• Respond effectively to safety incidents and near-misses</li> <li>• Support team members' physical and mental health</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Provide a positive customer experience</li> <li>• Support a customer-focused culture at KiwiRail</li> <li>• Know our services well and explain them to customers</li> <li>• Respond quickly to customer needs</li> <li>• Develop solutions to meet customer requirements</li> <li>• Solve complex customer issues</li> <li>• Work with colleagues to improve customer outcomes</li> </ul>
<b>High Performing Teams Skills</b>	<ul style="list-style-type: none"> <li>• Set clear performance standards aligned with KiwiRail's goal</li> <li>• Build a supportive and cooperative team environment</li> <li>• Provide timely and constructive feedback</li> <li>• Actively seek diverse perspectives in problem-solving</li> <li>• Identify opportunities for coaching and mentoring</li> </ul>
<b>Commercial Acumen</b>	<ul style="list-style-type: none"> <li>• Plan and monitor resource allocation to achieve team objectives</li> <li>• Consider financial implications when making recommendations</li> <li>• Understand and comply with procurement guidelines</li> <li>• Work with suppliers to ensure quality outcomes</li> <li>• Recognise how financial decisions impact KiwiRail's overall position</li> </ul>
<b>Project Governance</b>	<ul style="list-style-type: none"> <li>• Follow governance frameworks and systems</li> </ul>

## Decision Making

The position is accountable for decisions related to tickets and tasks assigned to them and projects they are assigned too. They are expected to consult with wider team members & KiwiRail stakeholders when necessary and comply with KiwiRail's Policies and Procedures as part of the decision-making process.

<b>Human Resources Delegations</b>	Nil
<b>Direct reports</b>	0
<b>Finance Delegations</b>	Nil
<b>Budget (operating and capital)</b>	Nil
<b>Travel Delegations</b>	Nil
<b>Statutory powers</b>	Nil

## 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

- 3-5 years working in integration services in an enterprise environment.
- Experience with designing APIs
- Experience with API technologies (REST / SOAP / gRPC)
- Experience with SOA / microservices based architectures
- Experience across technologies;
  - Mule
  - Azure Integration Services
  - .NET / JavaScript
- Good understanding of SDLC processes
- Prior experience in Agile environments
- Exposure to other integration platforms like; FME, IBM Data Power
- Exposure to Identity management
- Experience with Microsoft FIM sync

### Ways of working / Work-related qualities

- You are an explorer, independent thinker, analytical, highly motivated and self-directing
- You make good decisions and are politically aware
- You're flexible and practical

### Other Requirements

*KiwiRail uses Skills Framework for the Information Age to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed in the following table:*

<ul style="list-style-type: none"> <li>• Programming/software development (Level 4)</li> <li>• Systems integration and build (Level 4)</li> <li>• Application support (Level 4)</li> <li>• Incident management (Level 4)</li> <li>• Network support (Level 2)</li> <li>• Problem management (Level 3)</li> <li>• Release and deployment (Level 5)</li> <li>• Security operations (Level 5)</li> </ul>	<ul style="list-style-type: none"> <li>• Service acceptance (Level 5)</li> <li>• Quality assurance (Level 3)</li> <li>• Vulnerability assessment (Level 3)</li> <li>• Customer service support (Level 4)</li> <li>• Testing (Level 4)</li> <li>• Systems design (Level 3)</li> <li>• Software design (Level 4)</li> <li>• System software (Level 4)</li> </ul>
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You can find detailed description of the skills and levels here: [SFIA 8 Skills List](#).

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

### Qualifications

- You have a tertiary level qualification in computer science or similar
- Mule Certification desirable

- Azure Certification desirable

