Project Manager ICT

Auckland / Wellington

Team:	Portfolio Governance and Assuarance – ICT	Location:	Auckland / Wellington
Reports to:	PM Practice Lead	Job family:	ICT
Role Type:	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.

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 successful applicant will play a pivotal role in planning, executing, and delivering the technology-driven projects that enable this. You will ensure that ICT projects are delivered on time, within scope, and on budget, aligning to Kiwirail's strategic goals. Critical to the success of this role is the ability to cultivate and maintain effective working relationships across a wide variety of business and technical stakeholders to ensure the delivery of successful outcomes.

Key Accountabilities

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

- Define project scope, objectives, and deliverables. Develop detailed project plans, including schedules, budgets, and resource allocation.
- Coordinate and manage project teams, including ICT specialists, vendors, and other stakeholders, ensuring resource availability and allocation.
- Identify, analyse, and mitigate project risks, resolving project issues promptly to prevent delays.
- Communicate project updates and progress to stakeholders, including senior management, managing expectations and ensuring alignment with project objectives.
- Track project performance, preparing and presenting reports to stakeholders on the status of the project.
- Monitor project expenditures to ensure adherence to the approved budget, managing any changes to the project scope and cost through established governance processes.
- Ensure that project deliverables meet predefined quality standards ensuring appropriate testing, reviews, and evaluations as required.
- Complete all project deliverables and documentation, conducting post-project reviews to identify lessons learned and opportunities for improvement.
- In collaboration with the ICT Delivery team, as part of your project day to day operations continuously analysing performance, identifying opportunities, and making incremental changes to processes with the aim of improving the performance and outcomes of your projects.

Key challenges

- Managing the appropriate allocation of resources in a high demand yet cost saving environment
- Ensuring support and engagement of wide ranging stakeholders

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	PM Practice Lead		✓	✓	
	KiwiRail Business Owners & Executive		✓	✓	
	Wider ICT Group		✓	✓	
	Internal service providers			✓	
External	3rd Party Vendors and Suppliers			✓	
	Service providers			✓	

What you will do to contribute

Health Safety and Wellbeing	• Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
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
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
Commercial Acumen	• Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
Project Governance	• Follow governance frameworks and systems • Identify and address governance issues early • Improve and maintain probity standards • Implement project management best practices • Monitor and review project performance regularly
Risk Management	• Choose and adapt appropriate risk management frameworks • Identify and forecast risks, issues, and opportunities in projects • Lead risk assessments and develop management strategies • Implement risk controls and engage stakeholders in risk management

Decision Making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.

Key decision-making requirements of the position include:

- Project management and delivery decisions
- Risk management decisions
- Project resourcing, planning and scheduling decisions

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	Nil
Budget (operating and capital)	Nil
Travel Delegations	Nil
Statutory powers	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

- 10+ years in IT (Enterprise Level) with demonstrated experience of project management skills
- Strong commercial acumen - understands business challenges to align technology with business goals.
- Strong relationship, communication and influencing skills, with demonstrated ability of building relationships, influencing collaboratively, and engaging with Executives, Customers, vendors, partners and other stakeholders.
- Extensive experience working with multiple methodologies concurrently.
- Experience in a project environment including project management methodologies like Agile and Waterfall that are considered best practice e.g. PRINCE2, AGILE, PMI etc.
- Proven experience leading, managing and successfully implementing projects.
- Proven ability to deal with complex conceptual issues and to apply problem solving techniques
- Project planning (Scope, schedule).
- Risk Management.
- Financial tracking.
- High level project documentation.
- Demonstrated advocacy and experience with business management techniques and tools
- Proven ability to lead and manage teams.

Ways of working / Work-related qualities

- A customer centric mindset, focused on understanding and engaging customers and delivering the business outcome.
- You make good decisions and are politically aware
- You're flexible and practical

Other Requirements

KiwiRail uses Skills Framework for the Information Age (SFIA 8) 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. ou can find detailed description of the skills and levels here: [SFIA 8 Skills List .](#)

- Project Management Level 6
- Risk Management Level 5
- Change Control Level 4
- Stakeholder Relationship Management Level 5

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

Qualifications

- You have a relevant tertiary qualification and/or business specific experience
- Certification in project management (PMP, PRINCE2, Agile certifications) and training in project management tools (e.g., Jira).