Position Description

Analyst, Digital Support

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

Who We Are

The Civil Aviation Authority of New Zealand is the country's aviation safety and security regulator. We are a Public Service Crown entity responsible through our Board to the Minister of Transport. We regulate a wide range of aviation activities, from commercial airlines to private pilots, ensuring that all aspects of the industry meet the highest standards of safety and security. Our important work not only saves lives but also facilitates travel, recreation, commerce, and protects the environment. By ensuring a safe and secure aviation system, we provide confidence and safeguard the reputation of New Zealand, benefiting our country as a whole.

Our Vision and Purpose

Everything we do is related towards the achievement of 'a safe and secure aviation system – so people are safe, and feel safe when they fly'.

Our Pathways

We have three pathways that lead us to delivering our vision and purpose:

1. **Leadership and Influence**
   Through regulatory leadership we influence a safe and secure civil aviation system for New Zealand.
2. **Active Regulatory Stewardship**
   We monitor and care for the civil aviation regulatory system through our policy and operational responsibilities.
3. **Professional Regulatory Practice**
   We act to identify risk and reduce it through intelligence-led intervention.

Our Values

Our organisation's Values support how we work to keep New Zealand skies safe and secure.

Collaboration - *Me mahi tahi*
We work together to achieve and succeed

Transparency - *Me mahi pono*
We are open and honest communicators
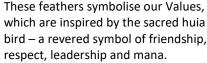
Integrity - *Me mahi tika*
We do the right thing

Respect - *Me manaaki*
We treat all people with consideration and kindness

Professionalism - *Kia tu rangatira ai*
We act in a way that brings credit to ourselves and our organisation

These feathers symbolise our Values, which are inspired by the sacred huia bird – a revered symbol of friendship, respect, leadership and mana.

Each feather in the Values has a different hue to reflect different aspects of the diversity, leadership, talent and experience our people bring to their work every day.

Our Values are us – we are many cultures, languages, genders, unique personalities and perspectives working together to achieve our Vision and Purpose.

Role Purpose

The Analyst, Digital Support is responsible and accountable for all digital support activities for all the CAA digital / technology environments - this includes, but is not limited to, desktop support, infrastructure and applications, networks, database, aviation security screening equipment, information management, cybersecurity, help desk related actives (i.e. taking calls, chat requests, or tickets, and Mailbox management and handling resulting incidents or service requests etc)

This includes providing Tier 0, Tier 1 and Tier 2 support both in-person and remotely for operational equipment, hardware, software, user administration and data and information management, and cybersecurity. Some basic infrastructure, network and equipment support is required.

The position provides proactive in person services with regular daily workplace walk-arounds to monitor status of all digital services and provide interactive colleague support.

This role requires participation in an afterhours support roster and response to incidents as well as regular travel (including overnight) to other locations.

Key Dimensions

Group:	Corporate Services	
Team:	Digital Team	
Reports to:	Team Leader Digital Support	
Location:	Auckland Airport Hamilton Airport Wellington Central Wellington Airport Christchurch Airport Queenstown Airport Dunedin Airport Invercargill Airport	
Salary Band:	Band 15	
Financial:	N/A	Delegation Level = Tier 5
People:	N/A	Delegation Level = Tier 5
Key Relationships:	Internal: • Digital teams • Workplace teams • Staff across CAA	External: • Service providers • Vendors
Essential requirement/s:	• Must be willing be on-call roster • Must be willing to travel being locations (including overnight) • Full clean New Zealand Drivers Licence • Position is not able to be considered for remote working	

Shared Accountabilities

- We work professionally, aligned with our Values, Code of Conduct and guiding CAA policies.

- We foster a safe, inclusive culture by respecting and embracing the diverse perspectives, experiences, and backgrounds of all.

- We ensure our work is aligned to our strategy, vision and purpose in our approach to delivering intelligence led, risk-based safety and security outcomes.

- We carry out work and conduct our relationships in a way that supports the CAA's commitment to the Te Tiriti o Waitangi.

- We work together to create an environment that keeps ourselves and others safe by following the responsibilities laid out in our people policies and our Health, Safety and Wellbeing Commitment statement.

Key Accountabilities

- Acts as the routine contact point, receiving and handling requests for digital / technology support activities.
- Proactively ensures all digital / technology equipment is always operating effectively at each location the CAA operates at.
- Responds to a broad range of digital / technology service requests for support by providing information to fulfil requests or enable resolution.
- Undertakes information management activities – including, but not limited to, records management and categorise of data and information.
- Undertake work related to cybersecurity – including undertaking proactive actives – to ensure the CAA digital environment is secure and always protected.
- Follows agreed procedures to identify, register and categorise incidents.
- Provides first and second line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Gathers information to enable incident resolution and allocates incidents as appropriate.
- Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.
- Contributes, under supervision, to routine infrastructure and network configuration and operations.
- Assists in the investigation and resolution of issues relating to applications, network problems and completion of specified maintenance procedures.
- Gains understanding of infrastructure components and services by following the activities of experienced colleagues.
- Uses agreed procedures to create and maintain assets and keep an accurate register of assets.
- Applies change control procedures for standard, low-risk changes.
- Contributes to creation of support documentation.
- Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken.
- Assists in the investigation and resolution of issues relating to access controls and security systems.
- Documents incident and event information and produces incident, exception, and management reports.
- Assists with the routine day-to-day communication between the organisation and suppliers.
- Work with other staff and external vendors to provide a network of service to CAA
- Must acquire and maintain current knowledge of core hardware standards and applications to provide technically accurate solutions to our colleagues across CAA and key stakeholders, including aviation participants.

The Authority's Smart Competencies

Get Smart – Knowledge & Context: Level 1 ■□□

Understands the role of the Authority within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the Authority. Follows the guidance and processes expected of all Authority employees as a modern, adaptive regulator, set out in policies, legislation, aviation rules and other internal documents.

Think Smart – Sound Judgement: Level 2 ■■□

Makes appropriate and transparent decisions by analysing relevant information, takes into consideration different points of view, demonstrating the ability to make difficult and/or sensitive decisions. Has flexibility to both adopt a course of action and change it when required by the situation.

Work Smart – Achieves Results: Level 1 ■□□

Drives change and results through effective planning, collaboration, and communication. Builds trust, fosters teamwork, and demonstrates self-awareness to achieve shared goals and continuous improvement.

Act Smart – Personal Effectiveness: Level 1 ■□□

Is adaptable and resilient to meet changing needs and expectations. Displays self-awareness and is respectful of diversity. Takes responsibility for self-learning and development. Demonstrates behaviours consistent with the Code of Conduct and Authority Values.

Skills and Experience

- A relevant qualification
- Relevant ICT industry certification (essential)
- 2+ years' experience working in a technical digital and ICT support role, including supporting resolution of software and hardware service requests
- Excellent understanding of software and hardware applications such as Cloud, and Office365 etc
- Excellent understanding and application of customer service principles
- Strong relationship building skills
- Strong written and verbal communication skills
- Well-developed analytical and written communication skills (plain language)