

Information and Technology Software Delivery Lead

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 as an organisation and what we are about

Everything we do is related towards the achievement of our **outcome** - 'safe and secure skies to help New Zealand fly'. Our success in this is simple: we will have the following **impacts**:

Being safe – fewer people die or sustain injury while participating in the aviation system.

Feeling safe – people's choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **objectives** are:

Improved sector safety performance – we target areas of risk within the aviation system, and work to diminish these risks, improving the overall performance of the system.

Effective and efficient security services – we continue to effectively identify and mitigate security threats, while making sure passengers and goods can travel smoothly.

A vibrant aviation system is one that makes a strong contribution to the wellbeing of New Zealanders, through enabling quality of life, and supporting a strong economy.

Scope

Reports to: Information and Technology Operations Manager

Direct Reports: 0

Location: National Office, Wellington

Role Overview

The Software Delivery Lead is responsible for leading the completion of software related project deliverables and the support of Authority information and technology systems.

They collaborate with the Information and Technology Operations Manager to plan the involvement of resources from across the team to support software (application and or business system) related deliverables and or support.

The Software Delivery Lead works with the Software Engineers to scope and prioritise work and plan the delivery of development and/or support tasks. They facilitate day-to-day workload planning and execution across the software development and support function of the team. This work includes review of service requests, ensuring software engineers are allocated appropriately for timely resolution of issues.

The Software Delivery Lead liaises with the Design and Assurance and Information and Technology Service team to support outcome delivery from design through to service support handover.

The Software Delivery Lead contributes to software support activities and delivery of project outcomes.

The Software Delivery Lead contributes to Information and technology team planning, risk management, change control review and incident response.

Core Responsibilities

- Facilitate delivery of software development, configuration and support outcomes through planning, workload management, and quality oversight of the work of software engineers.
- Provide technical support, acting as an escalation point for difficult requests or problem management.
- Collaborate with the Design and Assurance team to ensure work meets architectural designs and compliance standards.
- Collaborate with the Information and Technology Service team to ensure handover of deliverables for ongoing level one support.
- Provide core software engineering services:
 - Design, development, implementation, maintenance, support, and of software
 - Evaluate, implement, configure, test, maintain and support third-party applications
 - Provide advice and support to business to ensure appropriate solutions are employed, considering policy, best practice and business needs.
- Build relationships with internal stakeholders, communicating progress of agreed work as appropriate.
- Collaborate with third party service providers to ensure quality delivery of services, contracts are in place and adhered to and that agreed deliverables are achieved to expected standard.
- Provide advice to support estimation of technology project tasks, related budget requirements and Information and Technology resource requirements.
- Contribute to Information and Technology Operations planning, and implementation to meet Authority objectives.
- Contribute to the assessment, analysis, development, documentation and implementation of changes based on requests for change. Assesses changes for impact on services provided.
- Provide out of hours support as required, communicate incidents to leaders and customers.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of EEO and the Treaty of Waitangi.
- Adherence to the Authority Code of Conduct, including privacy and personal information rules.
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives.
- Ensure staff are trained in safe practices and procedures in their specific areas of work.
- Investigate and report wellbeing and safety incidents raised by staff within required timeframes.

Skills and Experience to be Successful

- Tertiary qualification in Computer Science, Information Systems, or related field
- 3+ years' experience in a software or systems engineering role or similar
- Experience in a DevOps environment is advantageous
- Scrum-master experience desirable
- A people leader with a focus on empowering the team and building collaborative relationships
- Ability to set and manage expectations with stakeholders and team members
- Previous experience in a similar role and/or leading similar teams would be an advantage
- Proven capability working with .NET (Framework and Core); Angular; SQL Server; SilverStripe; Power BI/SSRS; Azure; PowerShell
- Proven experience in the design of scalable cloud-based environments an advantage
- Able to obtain and maintain a current New Zealand Government security clearance.

Key working relationships

- Chief Information Officer
- Members of the Information and Technology Leadership Team and Information and Technology team members
- Members of the Organisation Development and support team

The Attributes I Need To Be Successful

As a member of the Civil Aviation Authority I need to demonstrate:

Systems Thinking	Identifies the components of complex systems, their interactions and the implications for system performance
Problem solving	Fosters a collaborative approach to identify, understand, and fix the important problems that have a negative impact on the aviation system
Critical thinking	Arrives at balanced and evidence-based judgements on complex regulatory issues through the disciplined use of analytical and evaluative techniques

As a **Leader** at the Civil Aviation Authority I need to demonstrate the following traits and qualities:

Leadership Traits	
Resilient	<ul style="list-style-type: none">• We are aware of our challenges and the impact of these challenges on others and actively manage them.• We demonstrate empathy and care for ourselves and for our colleagues, and contribute to an Authority culture of care that supports building our resilience

Self-aware and Agile	<ul style="list-style-type: none"> • We leverage self-awareness to improve skills, encouraging feedback on our own performance, self-assessing, and consequently adapting our approach
Honest and Courageous	<ul style="list-style-type: none"> • We are willing to have difficult conversations, call out inappropriate behaviour, and stand up and do the right thing. • We model the right behaviour and support others to do the same. • We admit to not knowing, to not being right every time, to failing, to being vulnerable, and to accept and value those traits in others
Curious	<ul style="list-style-type: none"> • We use our curiosity to drive us to build our collective capability and intelligence. • We show genuine interest, explore novel approaches and ask questions to gain deeper understanding
Leadership Qualities	
Informed Decision Maker	<ul style="list-style-type: none"> • We have full appreciation of the system(s) an issue exists in. • We understand our environment through critical appraisal of information, identifying a variety of perspectives, probing for causality and testing our thinking. • We use intelligence, reasoning and intuition to inform and provide sound advice. • We develop contingencies to deal with issues as they arise.
Strategic	<ul style="list-style-type: none"> • We create shared vision which generates enthusiasm, brings energy and a commitment to the Authority. • We look ahead, including, but extending beyond, the system(s) in question. • We consider societal, political, financial, economic, and environmental goals, and think about outcomes (not outputs), in the domestic, regional, and global context. • We naturally and readily build strategic alliances with other agencies. • We look for the big picture to provide the high level view and the long term goals. • We foresee and manage risk appropriately.
Embraces Continuous Improvement	<ul style="list-style-type: none"> • We foster innovation. • We are open to new ideas and approaches. • We initiate and embrace change and guide others through it. • We continue to learn and develop out capability, while reflecting and embedding past learnings and celebrating our success.
Influencer	<ul style="list-style-type: none"> • We lead with purpose, persuasion and inspiration. • We engage with others to influence the environment we operate in and beyond. • We communicate clearly, demonstrate leadership and impact and gravitas, establish trust and build motivation to get results.
Politically Aware	<ul style="list-style-type: none"> • We work well to inform and influence political representatives and navigate political issues. • We understand reputational and environments impacts of issues and understand legislative cycles. • We navigate political issues with tact, diplomacy, real engagement, and transparency. • We understand and influence the internal politics of the organisation for the positive.
Collaborator	<ul style="list-style-type: none"> • We take the time to develop sustainable, productive relationships to accomplish outcomes.

	<ul style="list-style-type: none"> • We are inclusive in our interactions and decision making, making the best use of the skills and experience available. • We back each other, communicate openly and honestly, follow through, and provide support to achieve true collaboration through trust. • We recognise there are differences in approach and/or opinion and help and encourage others to have constructive and challenging discussions.
Identifies, Motivates & Develops Talent	<ul style="list-style-type: none"> • We set clear expectations, support and reinforce high performance. • We share and teach out specific technical skills, coaching and mentoring our people to develop individual and collective capability. • We empower people to make sound decisions by integrating blended learning and development to build the right mind-sets and overcome resistance to change. • We encourage, recognise and reward leadership behaviours and attributes, enabling our people to understand, value, and seek to develop their potential. • We develop people in the way that best suits them and their personal leadership style and ambitions, making space for that to happen.
Communicator & Engager	<ul style="list-style-type: none"> • We build and sustain working relationships that contribute to making a difference for the Authority. • We read people and situations, using those observations respectfully to understand others' points of view • We are skilled in and model effective communication: knowing whom to speak with, how, when, and using what sort of information and delivery. • We communicate in an accurate, timely, responsive and consistent manner.
Enhances Team Performance	<ul style="list-style-type: none"> • We set realistic goals, objectives, and expectations for ourselves, our teams and that are aligned to the Authority vision. • We monitor and strengthen team cohesion and performance, and create success based on achievement. • We manage our own and our team's priorities effectively. • We delegate effectively and maintain appropriate oversight of work. • We recruit and develop talent, manage culture and capability in our teams and across the Authority.
Leads a Safe Culture	<ul style="list-style-type: none"> • We lead by example by ensuring our actions and the environment we work in do no cause harm to ourselves or others. • We are guided by our Health & Safety systems which are delivered through deliberate interventions to ensure we operate in a safe and secure environment and participate by communicating our suggestions and concerns. • We embrace diversity in our workforce and are inclusive in our approach to delivering outcomes. • We act to address any instances of unsafe practice or unfair behaviour.