

Position Description

Senior Support Analyst (fixed term)

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 Senior Support Analyst (fixed term) is responsible and accountable for all digital support activities across the CAA digital / technology environments, focusing on activities that enable business transformation, regulatory effectiveness and operational performance of the CAA. Working across multiple initiatives and delivery workstreams. This includes, but is not limited to, desktop support, infrastructure and applications, networks, database, aviation security screening equipment, information management, cybersecurity, help desk related activities, within a complex, highly regulated environment.

This includes providing Tier 1, Tier 2 and Tier 3 support both in-person and remotely for operational equipment, hardware, software, user administration and data and information management, and cybersecurity. Infrastructure, network and equipment support is required.

The position contributes to, and at times leads, the development and delivery of projects and key pieces of work to support long-term transformation goals.

Key Dimensions

Group:	Digital Transformation and Technology	
Team:	Digital	
Reports to:	Team Leader, Digital Support	
Location:	National Office	
Salary Band:	Band 16	
Financial:	N/A	Delegation Level = Tier 6
People:	Direct Reports = Nil	Delegation Level = Tier 6
Key Relationships:	Internal: - Digital teams - Business transformation programme team - Wider Digital Transformation and Technology Group - Managers and staff across CAA	External: - Service providers - Vendors
Essential requirement/s:		

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

- Contribute to, and at times leads, the development and delivery of projects and key pieces of work to support long-term digital business transformation goals.
- 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, to support business transformation outcomes and objectives– including, but not limited to, records management and categorise of data and information.
- Create an operational handover document for the digital support teams that supports transition to operations and stabilisation of new services and platforms
- Provides first, second, and third-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 and provide insights to the business transformation programme team. Assists with the implementation of agreed remedies and preventative measures.
- 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.
- 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.
- Collaborate with technical teams to ensure digital support is fit-for purpose.
- Build strong relationships across the CAA, and works collaboratively with stakeholders and external vendors, to ensure initiatives are informed by operational insights, are fit for purpose and meet operational needs providing an uninterrupted 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.

Competencies

Get Smart – Knowledge & Context: Level 2 ■■□

Understands the role of the CAA within the aviation sector, and has a holistic understanding of the regulatory environment, the structure and interrelated operating practices of the CAA. Follows the guidance and processes expected of all CAA 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 2 ■■■

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 CAA Values.

Skills and Experience

- Relevant ICT industry certification (essential)
- Excellent understanding of software and hardware applications such as Cloud, and Office365 etc obtained through experience working in a senior level technical digital and ICT technology support role.
- Relevant certifications in ITIL, Microsoft or other relevant areas desirable.
- 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)
- Experience with drafting project and system handover documentation
- Experience leading collaborative sessions with technical resources to gather technical support needs

