

# Position Description

## Team Leader, Digital Engineering

*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 Team Leader, Digital Engineering provides leadership and direction to a team of Digital Engineers and Systems Administrators, ensuring the delivery of high-quality digital infrastructure services that enable the Authority to achieve its strategic objectives and Digital Plan.

This role is primarily focused on leading people and aligning priorities, rather than hands-on technical work. The Team Leader is responsible for setting and managing the team's work programme, aligning resources to organisational priorities, driving delivery and ensuring outputs meet quality and performance standards. They play a key role in building team capability, fostering a culture of continuous improvement, and supporting professional development and will be responsible for the operation of the incident management process. As a Digital leader the role will be contributing to activities/initiatives to strengthen performance and culture of the Digital team.

By translating strategic goals into actionable team plans, the Team Leader ensures that digital engineering services—including infrastructure, systems, and network operations—are reliable, secure, and fit for purpose. They provide expert oversight and guidance, enabling the team to deliver services that support business continuity, operational efficiency, and customer outcomes.

## Key Dimensions

<b>Group:</b>	Corporate Services	
<b>Team:</b>	Digital	
<b>Reports to:</b>	Manager, Digital Delivery and Support	
<b>Location:</b>	Asteron House	
<b>Salary Band:</b>	Band 18	
<b>Financial:</b>	Yes	Delegation Level = Tier 5
<b>People:</b>	Direct Reports = 8 - 10	Delegation Level = Tier 5
<b>Key Relationships:</b>	Internal: <ul style="list-style-type: none"> <li>Digital team colleagues</li> <li>Operation Managers</li> </ul>	External: <ul style="list-style-type: none"> <li>Service providers</li> </ul>
<b>Essential requirement/s:</b>	<ul style="list-style-type: none"> <li>Drivers Licence</li> </ul>	

## 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 CAA's commitment to Te Tiriti o Waitangi.
- We work together to create an environment that keeps ourselves and others safe and by following the responsibilities laid out in our Health, Safety and Wellbeing Commitment Statement which outlines the expectations of leaders and all staff.
- As leaders, we are accountable for building trust, fostering growth, and empowering teams. We create environments that prioritise well-being, collaboration, and performance, ensuring our people feel valued and supported. We bring to life the CAA's leadership expectations which are designed to empower teams to succeed and deliver on the organisational outcomes.

## Key Accountabilities

- Team Leadership and Delivery – Lead network, infrastructure, and cloud teams to deliver strategic technology outcomes.
- Ensure technology risks are identified, assessed, and mitigated.
- Operational Management - Oversee infrastructure service delivery across physical and cloud environments.
- Manage incident response, service quality, and continuous improvement.
- People Management - Set clear objectives, provide feedback, and coach team members.
- Lead recruitment, onboarding, and performance management to build a high-performing team.
- Capability Development – Foster continuous learning and align team skills with evolving tech trends.
- Plan and manage resource acquisition and deployment.
- Recruitment and Performance - Lead recruitment, onboarding, and performance management to build a high-performing, engaged team. Set clear objectives, delegate responsibilities, and monitor performance aligned with organisational goals. Provide feedback, support skill development, and adjust workloads to foster growth. Manage resource planning and participate in formal HR processes including recruitment, reward, promotion, and disciplinary actions.
- Infrastructure Oversight – Direct infrastructure design and implementation across hybrid environments.
- Ensure alignment with security, compliance, and service standards.
- Process and Documentation - Maintain accurate operational procedures and documentation.
- Drive automation and tool adoption for efficient service delivery.
- Network Support and Configuration - Lead network operations and ensure optimal performance and security.
- Manage cloud security, threat response, and policy development.
- Monitoring and Diagnostics – Leads the use of monitoring and diagnostic tools to proactively manage performance, troubleshoot issues, and generate actionable insights through reporting. Leads the team to monitor operational issues and provide timely reporting to stakeholders.
- Data Protection and Recovery - Develop and enforce standards for data protection, backup, and disaster recovery across infrastructure and cloud platforms, ensuring compliance and resilience. Tests continuity management plans and procedures to ensure they address exposure to risk and that agreed levels of continuity can be maintained.



- Expert Guidance - Provide expert advice on storage, compute, and cloud resource management. Enable continuous improvement and optimisation of infrastructure services.

## 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 2 ■■■

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.

### Lead Smart – Focus On Our People: Level 1 ■■■

Effective leadership is about building trust, fostering growth, and empowering teams to succeed. Leaders create environments that promote well-being, collaboration, and high performance by balancing care and challenge. At every stage, they prioritise people and ensure individuals feel valued.

## Skills and Experience

- Proven leadership and people management experience, with a strong track record of building high-performing teams, fostering engagement, and driving a positive team culture.
- Ability to lead and mentor technical staff, providing guidance, support, and development opportunities aligned with team and organisational goals.
- Strong work ethic and commitment to team success, with the ability to inspire and motivate others in a dynamic and evolving digital environment.
- Technical background in systems engineering is advantageous, enabling effective oversight and support of infrastructure and cloud initiatives.
- Relevant tertiary qualification in Computer Science, Information Systems, or a related field is desirable but not essential.



- Working knowledge of enterprise IT environments, including Intel-based, devops and cloud architecture, Microsoft systems and applications, and virtualisation technologies.
- Experience translating design documentation into implementation plans, with the ability to clearly articulate technical actions and outcomes.
- Understanding of network infrastructure, including planning and managing LAN/WAN connectivity, troubleshooting network issues, and ensuring compatibility across systems.
- Familiarity with security technologies and practices, particularly in multi-tenanted environments, with a focus on maintaining secure and compliant operations.
- Experience with Windows-based server configuration and maintenance, including performance monitoring and issue diagnosis across ICT layers.
- Knowledge of virtualisation and cloud platforms, with hands-on experience in managing virtual machines and cloud-hosted services.
- Understanding of enterprise storage and backup solutions, including SAN/NAS technologies and data protection policies.

