

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Operations Analyst

Business Group	Te Pou Kōrero Digital and Data
Location	Wellington
Salary band	A8

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | [You can find out more about what this means at Role and purpose - Te Kawa Mataaho Public Service Commission.](#)

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Operations Analyst is responsible for the maintenance and management of the Service Desk toolsets and will identify opportunities for the enhancement of the performance of the Service Desk function.

As an Operations Analyst you will provide a service improvement focus across the use and support of core Ministry IT systems.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As the Operations Analyst you will:

- Be responsible for the management and maintenance of Service Desk Tools and responsible for enabling appropriate access where needed.
- Evaluate the performance of the Service Desk via logging systems, helping identify adjustments that will improve performance.
- Advise and assist with the design and implementation of new workflows, to ensure they operate effectively within the environment and adapts or reconfigures existing workflows.
- Resolve questions about the operational environment, including technical support to Service Desk Analysts during the resolution of production problems.
- Analyse Service Desk call activity drawing linkages to how training and process improvement could result in overall efficiency gains.
- Provide feedback on commonly encountered problems and misunderstandings to enhance user documentation and / or training programs amongst others.
- Lead initiatives to enhance team capabilities, driving continuous improvement around our call logging tool.
- Establish, manage, and maintain strong working relationships within the Digital Solution Support team.
- Liaise with, and work closely with the other staff within the Digital Group.
- Work closely with the Service Desk Managers to develop a cohesive leadership team.
- Liaise with, and work closely with the other employees of the Ministry. This may involve working closely with the Product owners of the various business applications to ensure user set-up and support processes are running efficiently and effectively.
- Liaise with, and work closely with representatives from the IT Industry and other Government agencies.
- Responsible for developing and understanding of the business to support Service Desk Analysts and resolving groups to provide effective support to our customers.
- Ensure robust document version control is in place.
- Ensure our Knowledgebase tools (Knowledge Hub) are updated.
- Provide direction, support and training to staff in the area of expertise and oversee the training of technical

Ngā Kōrero e pā ana ki te Tūranga

Job Description

support staff.

- Select and use tools and methods to establish, clarify and communicate the user experience, users' characteristics and tasks, and identifies the technical, organisational and physical environment in which complex products or systems will operate.
- Validate and analyse information, including the ability to discover and quantify patterns in data of any kind, including numbers, symbols, text, sound and image. The relevant techniques include statistical and data mining or machine learning methods such as rule induction, artificial neural networks, genetic algorithms and automated indexing systems.
- Provide application maintenance and support services, either directly to users of the systems or to service delivery functions.
- Identify and resolve issues with applications, following agreed procedures. Use application management software and tools to collect agreed performance statistics and carry out agreed applications maintenance tasks.
- Manage the processes, systems and functions to package, build, test and deploy changes and updates (which are bounded as “releases”) into a live environment, establishing or continuing the specified Service, to enable controlled and effective handover to Operations and the user community.
- Use the tools and techniques for specific areas of release and deployment activities. Administer the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users.

You will make decisions in accordance with the Ministry's policies and delegations framework.

Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Experience of operational assurance processes including change control, service level agreements and workflow improvement processes.
- Successful experience in analysing business requirements from different user groups and making connections across groups as part of developing options.
- Experience of IT Service Management processes (ITIL) including Incident Management, Problem Management, Change Control, SLA and MoU agreements and workflow improvement processes.
- Experience of process mapping and procedure documentation and controls.

Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.

Ngā Kōrero e pā ana ki te Tūranga

Job Description

- Excellent interpersonal and communication skills.
- An awareness of a range of IT related technologies and their practical applications in supporting business requirements.
- An awareness of training methodologies and availability of IT related corporate training programmes.
- Knowledge of troubleshooting computer (hardware and software) and/or communications faults.
- Working knowledge of Microsoft operating systems and administration tools, and MS Office applications.
- An awareness of a range of IT related technologies and their practical applications in support business requirements.
- A commitment to ongoing personal and professional development.

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	May 2026
Approved By	HR Advisory team