



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Knowledge Manager

Business Group	Te Pou Rangatōpū   Corporate
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 Knowledge Manager is responsible for ensuring the Ministry's knowledge and intellectual property for all applications, services and processes that the Service Desk supports are current.

As the Knowledge Manager you will work closely with project teams and Change Management to ensure any new or upgraded applications has been through a rigorous transition process to ensure effective implementation and hand over to the Service Desk to guarantee operational readiness.



## 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 Knowledge Manager you will:

- Work with Service Delivery Manager to identify projects according to strategic objectives. Prioritise and manage those projects to ensure effective handover to the Service Desk at implementation.
- Be accountable for all operational documentation and ensure these are compliant and completed ready for implementation of the product or service.
- Ensure training is arranged for the Service Desk staff as required for new services or applications being implemented into the or applications being implemented in the Service Desk.
- Establish, manage, and maintain strong working relationships within the customer services, wider IT Group, project teams and change / transition teams.
- Write and send planned outage communications.
- Respond to requests for information and advice in a timely manner.
- Ensure robust document version control is in place and naming conventions for document control.
- Ensure our Knowledgebase tools (SharePoint/KnowledgeBase/ Teams etc.) are updated and reviewed quarterly.
- Ensure Service Desks user guides and policies on Te Tahuhu are updated and reviewed quarterly.
- Develop, implement, and maintain standard operating procedures.

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 IT Service Management processes (ITIL) including Incident Management, Problem Management, Change Control, SLA and MoU agreements and workflow improvement processes.

## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

- Experience in a similar role.
- Experience of process mapping and procedure documentation, user guides and controls.
- Proven project management experience with ICT projects.
- Proven experience in coaching or training others.
- Experiential knowledge of troubleshooting IT and applications issues (hardware and software) and/or communications faults

## 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.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.
- Strong investigative, analytical and research skills with a focus on provision of quality customer service.
- High attention to detail, thorough, meticulous and consistent.
- Excellent relationship building and working with a wide range of different teams.
- Excellent negotiation skills.
- Focussed on results and solutions.
- 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.

## Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill level to a set of internationally recognised standards. Information about SFIA, including the SFIA competencies and skills required for this role, is available on the Ministry Intranet.

Capability	Level	Expectation
Problem Management (PBMG)	5	Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.
Relationship Management (RLMT)	5	Implements stakeholder engagement/ communications plans, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information. Uses feedback from customers and stakeholders to help measure



## Ngā Kōrero e pā ana ki te Tūranga

# Job Description

		effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.
Consultancy CNSL	5	Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
Methods and tools METL	5	Promotes and ensures use of appropriate techniques, methodologies and tools.

## 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	July 2025
Approved By	HR Advisory Team