



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Principal People Systems Administrator

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A9

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 Principal People Systems Administrator is responsible for providing reliable system support, guidance and direction within the People Systems team as well as to system users, which supports the operation and ongoing development of people systems. This role requires a significant degree of planning, organisation, integration, and management of system related activities and functions

This senior level position requires a proactive, strategic, and technical approach to ensure the People Systems are effectively managed, continuously improved, and aligned.



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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.
- Lead the execution of system related projects, including upgrades, implementations, and troubleshooting initiatives.
- This role is responsible for overseeing the ongoing configuration, optimisation, and maintenance of the SuccessFactors, Payroll and Fieldglass suite to ensure it aligns with business needs.
- The role leads the execution of system related projects, including upgrades, implementations, and troubleshooting initiatives. It involves monitoring system performance, enforcing data accuracy, supporting user adoption, and guiding junior team members or business users through technical processes and best practices.
- Designing or modifying system processes to meet new or evolving business needs,
- Translating HR strategies into system configurations (example implementing new approval hierarchies or restructuring workflows)
- Advising on the adoption of new modules or functionality to increase system effectiveness.
- Resolving complex technical issues independently and provide advice to key stakeholders

As the Principal People Systems Administrator, you will:

Service Delivery

Deliver effectively to the needs of internal and external stakeholders, including but not limited to:

- Become an application expert in one or more assigned SAP HR applications and to maintain a high level of functional knowledge to ensure continual development and improvement
- Day to day management of the Ministry's People Systems including:
 - performance of daily and month end tasks within deadlines
 - develop and maintain reports and queries
 - maintain the integrity of the Ministry HR and Payroll foundation data
 - administration of Employee Central, Recruitment, Onboarding, Payroll and Contractor Central modules
- Working to tight deadlines while managing the quality and timeliness of outputs
- Provide functional and systems testing deliverables for the SAP application releases
- Research and provide SAP applications advice
- Undertake project tasks and any other relevant duties as directed
- Deputise as the Manager People Systems as required

Support

- Support IT system audit requirements to ensure People Systems remain compliant and secure
- Manage the system workflows, including time and attendance administration



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- Lead the planning to ensure that the environment is responsive to the demands placed on it.
- Implement changes/upgrades to the applications arising from system updates, software releases and new procedures.
- Responsible for ensuring that the application operations are available as required by any service level agreements.
- Maintain full system documentation
- Identify and resolve faults within the priority timeframe given to the fault. Some faults will require contact with software providers which the Ministry has maintenance contracts with.
- Ensure that the fault record is kept up to date and if resolution goes outside the priority timeframe the reason is to be recorded.
- Ensure resolutions to faults are fully tested before the fault is closed.
- Ensure that the business is kept fully informed as to the status of the fault.
- Support the seamless and integrated implementation of changes or enhancements to PC systems functionality.
- Ensure the integrity and security of all information stored within, and reported from the systems

Business Improvements

- Design and document business processes, operational desk files, user documentation and training materials
- Review and evaluate system processes and procedures to identify and implement improved ways of working to the changing needs of the Ministry
- Provide expert advice and support to ensure the optimum functionality and utilisation of the people systems
- Proactively identifying and addressing (or escalating) issues that may impact on the business and recommend appropriate solutions
- Lead the proactive development of risk management and audit controls.

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:

- A relevant tertiary qualification in Information Systems is preferable.
- Microsoft Certification or equivalent proven experience in cloud platforms and applications.
- Strong analytical skills and experience, working with Excel specifically
- HR systems background of at least 4-5 years with exposure to managing HR and Payroll systems, systems implementation, and a good understanding of HR and Payroll system functionality, including the maintenance/management of mission critical technical environments.
- Prior experience of working with SuccessFactors, SAP Payroll (ECP), or similar Tier 1 ERP systems in a support role with a medium to large organisation
- A solid understanding and practical knowledge of the payroll process and life cycle would be desirable
- Ability to identify opportunities for efficiencies and develop enhanced internal controls
- Ability to work with peers in a collegial, constructive manner and develop good working relationships with internal and external contacts
- Good written and oral communication skills, including presentation of technical information to users
- Confident Navigating Technology: experience using CPI, or integrations will be an advantage

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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.
- Ambition, optimism and delivery focus; to make things happen and achieve ambitious outcomes
- Curious – you show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives; to make fit-for-purpose decisions
- Honest and courageous – you can deliver the hard messages, and makes unpopular decisions in a timely manner; to advance the longer-term best interests of customers
- Resilient – you show composure, grit, and a sense of perspective when the going gets tough; to help others maintain optimism and focus
- Self-aware and agile – you leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people
- Interpersonal savvy – Establish and maintain effective relationships with customers and gain their trust and respect

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.



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Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	September 2025
Approved By	HR Advisory Team