
POSITION DESCRIPTION

Position:	Software and Systems Engineer (12 month fixed term)
Location:	Petone
Business Area:	IT Team
Group:	Customer
Reporting to:	IT Manager (Acting)
Staff Responsibilities:	Nil
Issue date:	April 2021

Our Role

New Zealand Thoroughbred Racing (NZTR), is the governing body of the thoroughbred racing industry in New Zealand. We represent the interests of thoroughbred industry stakeholders.

NZTR exists to provide the thoroughbred racing industry leadership and direction by:

- a) Ensuring that the thoroughbred code is effectively administered;
- b) Determining its strategic direction; and
- c) Ensuring its health and competitiveness with other sports and entertainment options.

NZTR is also responsible for developing all racing industry training programmes in New Zealand and operates a number of dedicated apprentice schools across the country.

We are based in Wellington and share the same building as the NZ TAB and Greyhound Racing New Zealand.

Our challenge is to make sure that everything we do meets one simple test - what is best for New Zealand thoroughbred racing.

Your Role

NZTR's Racing Management System (RMS) is made up of various modules including On-Horse, On-Course and On-Account and several online service portals / centres. In order to better meet the needs of the business and our external stakeholders, NZTR have decided to migrate off of RMS onto an off the shelf Software as a Service product called the Single National System (SNS). SNS is already used by and is provided by Racing Australia (RA).

Working within the IT team, the Systems Engineer will be responsible for a mixture of BAU and Project responsibilities.

BAU responsibilities include...

- Responding to employee incidents, requests and changes
- Rostered oncall support
- Liaising with technology support providers (CCL, LiquidIT etc)
- Troubleshooting of complex incidents
- End user support requests
- Managing incidents, requests and changes via Jira ITSM tool
- Proactive infrastructure tidy up
- Scheduled integration (XML publications, Race video transmission)
- Bespoke CMS support
- Production data clean up
- Troubleshooting

Project responsibilities include...

- Understanding the RMS SQL Server database schema and related business context.
- Understanding data interfaces into and out of RMS.
- Assist RA in mapping data from the RMS database to the SNS database based on providing and/or validating business context .
- Liaise with SMEs to arrange cleansing of RMS data to SNS standards when requested by RA.

This role requires a highly organised individual who focuses on promoting effective engagement and management of stakeholder groups, supporting the businesses successful implementation of the SNS system.

The role works closely with the Project Manager, Subject Matter Experts (SMEs), Training and Engagement Manager, Test Lead and other project team members as necessary.

This role is unlikely to liaise with any external stakeholders.

Working Relationships

Internal	External	Boards and Committees
<ul style="list-style-type: none"> ▪ GM, Customer ▪ IT Manager (Acting) ▪ IT Team Members ▪ SNS Project Manager ▪ SNS Project Team ▪ NZTR business subject matter experts (SMEs) 	<ul style="list-style-type: none"> ▪ None 	<ul style="list-style-type: none"> ▪ None

Key Accountabilities

Key Result Area	Accountabilities
Preparation	<ul style="list-style-type: none"> • Gain an understanding of the NZTR current state technology environment

	<ul style="list-style-type: none"> • Review existing IT current state design / as built documentation • Improve current state database design / as built documentation as unknowns become better understood • Review the RMS SQL database schema • Review and respond to questions (issue tickets) logged in Jira by RA. • Build relationships with NZTR subject matter experts (SMEs).
Project	<ul style="list-style-type: none"> • Contribute to project team planning and meetings • Provide regular progress updates to project manager • Support project workstreams as necessary: <ul style="list-style-type: none"> ○ Database migration preparation for RA ○ Database mapping performed by RA ○ Database cleansing as requested by RA ○ Assist TechnologyOne (Finance) workstream as requested
BAU	<ul style="list-style-type: none"> • Scripting of regular housekeeping and maintenance tasks. • Logging of customer incidents, requests and changes in Jira ITSM. • Liaison with technology support providers to resolve incidents, requests and changes as necessary to meet business outcomes. • End user support, including Desktop support, mobile phones etc. • Troubleshooting of major incidents as/when required. • Oncall support (rotated with another existing IT team member). • Identification and resolution of infrastructure tidy up. • Support employee productivity as required.
Stakeholder management	<ul style="list-style-type: none"> • Establish and maintain positive and effective relationships with employees, business SMEs, project and IT team members • Flexibility to manage fluctuations in project and BAU work demand • Proactive communication to manage expectations of project and BAU stakeholders. • Ensures that assigned tasks are maintained for progress and accuracy.
Planning	<ul style="list-style-type: none"> • Supports the IT Manager (acting) in regular planning and prioritisation of BAU support tasks. • Supports the Project Manager in regular planning and prioritisation of Project tasks.
NZTR Health and Safety	<ul style="list-style-type: none"> • Follow all instructions as issued by the NZTR Health and Safety representative from time to time • Ensure health and safety procedures, policies and practices are implemented, followed and understood
Miscellaneous	<ul style="list-style-type: none"> • Other tasks as may be required

Person Specification

Essential

- At least 5 years' experience in a similar role with a mixture of BAU and project focus
- Windows 10, Windows Server 2008, 2012, 2019
- SQL Server 2017

- Microsoft Access 2007
- ASP.Net
- JavaScript / jQuery
- Azure DevOps
- Troubleshooting

Highly regarded

- MCSE or MCDBA
- IIS
- File & Print (NTFS)
- Active Directory
- TCP/IP (DHCP, DNS, IP)
- Terminal Services (RDP)
- SharePoint Online
- Microsoft 365
- Powershell, VBScript
- Knowledge in thoroughbred racing is preferred

Attributes/Success Factors

- Excellent interpersonal skills and the ability to build positive relationships with internal stakeholders
- Can quickly establish credibility and respect with a stakeholder group
- Ability to work in a proactive, self-prioritising manner
- Excellent planning and timekeeping skills
- A proactive nature, uses initiative but not afraid to clarify where necessary
- Pragmatic, balances the need for progress vs perfection
- Clear, concise and effective interpersonal communication skills, both written and verbal
- Validates assumptions quickly
- An ability to make considered decisions quickly
- Ability to generate effective and pragmatic solutions to new situations and problems as they are presented