

# Department of Conservation *Te Papa Atawhai*

## Role Description

### Role Details

Title	SAP Reporting Specialist
Manager Title	Team Lead Data Platforms & Analytics
Directorate/Group	Organisation Support Group, Information Systems and Services
Direct Reports	No
Date	June 2023
Approved By	Chief Information Officer, Information Systems and Services

### Public Service Purpose Statement

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āiane, 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 hāpori, 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.

### About DOC

The Department of Conservation *Te Papa Atawhai* (DOC) protects and sustains nature for current and future generations. Our purpose is to ensure that Papatūānuku thrives. We do this by:

- Protecting land, species, ecosystems, and cultural heritage for conservation purposes
- Managing threats and adverse impacts
- Being a voice for conservation
- Connecting people to nature

All New Zealanders have a role in keeping nature healthy. We partner with whānau, hapū and iwi and collaborate with commercial partners, NGOs, volunteers, and government agencies to improve conservation outcomes.

### Role Purpose

This role is responsible for supporting systems and processes in the SAP ecosystem.

### Relationships

The role specific relationships are detailed below:

<b>Internal</b>
SAP Functional Leads
Business / Process owners
Groups and people throughout DOC
<b>External</b>
Vendors and partners
Contractors
Other government departments, SOEs
Crown Entities
All of Government bodies

### Technical/Functional Capability Required

- Extensive knowledge of SAP ERP Systems including configuration, support and preventative maintenance including UAT, integration and regression testing
- Extensive knowledge of the SAP control environment and best practice methodology to ensure the optimal reliability of the system and the data within it
- Strong organisational, analytical, and problem-solving skills
- Ability to review and analyse complex data
- Critical thinking in the analysis of requirements, understanding of business process and development of solutions
- Practiced in providing technical and process leadership
- Plans and prioritises work and resources across work streams to ensure timeframes are met
- Excellent written and oral communication skills

### Desirable

- An understanding of DOC and its approach to managing New Zealand's natural, historic heritage conservation and outdoor recreation
- Experience and/or qualifications in ITIL and SAP
- Qualifications in SAP
- Project management skills

### General

Employees will be required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder. This could include adjustment of the allocation of portfolios and responsibilities among members of the Group leadership from time to time.

As a leader within DOC, you are required to be visible, open, and engaging, proactive, and agile. You will move towards problems and challenges and will not create barriers or assume something is someone else's responsibility.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by DOC's Code of Conduct.

### Key Accountabilities

Accountability	This will include....
Provide effective advice or service to others within the Group or Department	<p>Responding promptly and competently to requests for information, advice, or the provision of services</p> <p>Gathering feedback from customers and other stakeholders and seeing opportunities for improvement</p> <p>Understanding customer needs to anticipate and meet requirements</p> <p>Maintaining own knowledge and awareness of current or emerging trends, technologies, or developments to ensure you remain informed and up to date</p>
Engage with our Treaty Partner and other external stakeholders to share information and identify critical issues	<p>Providing regular updates on key outcomes and undertakings for internal and external audiences</p> <p>Participating in engagement and feedback activities and ensuring feedback is incorporated into your work</p> <p>Identifying critical issues and opportunities where feedback and/or engagement is required to proceed</p>
Ensure DOC operates as an honourable Treaty Partner by identifying the impact of your work on Māori and sharing that awareness with others	<p>Establishing networks with iwi and Māori who are interested/impacted by your work</p> <p>Identifying appropriate methods for engaging with rangatahi and leading engagement processes</p> <p>Ensuring co-design with Māori is undertaken when required</p> <p>Identifying data and research requirements which ensure different ways of working are supported, institutional bias and stereotypes are not reinforced</p> <p>Assessing your capability to meet the requirements of DOC's Whāinga Amorangi framework and taking action accordingly</p>
Develop and maintain short to medium term plans which deliver agreed outcomes	<p>Identifying how confirmed priorities and required outcomes will be achieved</p> <p>Scoping and recommending work and programme plans</p> <p>Proposing, negotiating, and seeking agreement to budget and resource requirements</p> <p>Managing competing priorities and setting defined goals</p>
Measure and provide comprehensive insights into work progress and results	<p>Producing regular reporting to provide updates and information for decision makers</p> <p>Responding appropriately to changing contexts and priorities</p> <p>Identifying critical risks or issues and recommending appropriate solutions</p>

Accountability	This will include....
Manage Relationships APOo8	<p>Manage the relationship between the business and IT for your area of technical expertise in a formalised and transparent way</p> <p>Ensure requirements are understood, managed, and communicated, and their status agreed on and approved</p> <p>Identify potential opportunities for IT to be an enabler of enhanced enterprise performance</p>
Manage Quality APO11	Define and communicate quality requirements in all processes, procedures, and the related enterprise outcomes for your area of technical expertise
Manage Risk APO12	Identify, assess and reduce IT-related risk within levels of tolerance
Manage Solutions, Identification and Build BAIo3  Manage changes, change acceptance and transitioning BAIo6 & BAIo7	<p>Establish and maintain identified solutions in line with enterprise requirements covering design, development, procurement/sourcing and partnering with suppliers/vendors for your area of technical expertise</p> <p>Manage configuration, test preparation, testing, requirements management and maintenance of business processes, applications, information/data, infrastructure, and services</p> <p>Ensure changes are done to the agreed standards and procedures, including impact assessment, prioritisation and authorisation, emergency changes, tracking, reporting, closure and documentation</p> <p>Ensure that an assessment of the potential impact of changes on the wider system is undertaken</p>
Manage Configuration BAI10	Provide sufficient information about service assets to enable the service to be effectively managed, assess the impact of changes and deal with service incidents
Manage service requests and incidents and manage problems DSSo2 & DSSo3	<p>Manage daily support and Incident queues including performing root cause analysis through to issue resolution and coordinating the resources for this purpose</p> <p>Provide second and third level technical and functional support for the SAP systems to stakeholders, process owners and end users</p>
Manage Business Process Controls DSSo6	<p>Identify relevant information control requirements</p> <p>Manage and operate adequate controls to ensure that information and information processing satisfy these requirements</p>
Consult on and manage innovation APOo4	<p>Proactively identify areas for improvement that will enhance systems, enrich data quality and information flows</p> <p>Consult with third-party experts where needed to confirm research findings or as a source of information on emerging technologies</p>
Consult on and manage availability and capacity BAIo4	<p>Make recommendations to balance current and future needs for availability, performance and capacity with cost-effective service provision</p> <p>Undertake assessment of current capabilities, forecasting of future nee</p>

Accountability	This will include....
Engagement with whānau, hapū, iwi	Where necessary have effective relationships with and work collaboratively with whānau, hapū, iwi
DOC and Team Contribution	<p>Display good team member behaviours</p> <p>Contribute to an inclusive, trusting and respectful team environment</p> <p>Work with your team leader and manager to deliver against organisational priorities, and to further the objectives of the team</p> <p>Use team process effectively</p> <p>Behave in a way that aligns with DOC's values</p> <p>Abide by DOC's standard operating procedures</p> <p>Work collaboratively with other teams across DOC and contribute effectively to cross-functional teams</p>
Work Management and Delivery	<p>Deliver on tasks as set out in work plans, performance expectations, task assignments and reviews</p> <p>Identify critical issues and risks and ensure they are constructively raised and addressed</p> <p>Manage knowledge and information to ensure it is secure, current and appropriate access protocols are applied</p>
Safety and Wellbeing	<p>Take all practical steps to ensure your own safety and others in the workplace</p> <p>Take a proactive approach to managing your own and others' wellbeing</p>

Capabilities Required	
Treaty Partnership	<p>Understands where the Māori Crown relationship is particularly important to DOC</p> <p>Understands some of the key differences between Māori and non Māori worldviews –</p> <p>Is familiar with contemporary Māori experiences and perspectives, particularly as to respect to DOC</p> <p>Identifies own knowledge and experience gaps (i.e. knows or seeks to know what they don't know).</p> <p>Able to use day-to-day tikanga at work, e.g. waiata and pepeha</p> <p>Knows to seek advice or support when required</p>
Decision Making and Reasoning	<p>Able to review detailed and potentially complex information to understand context and create recommendations</p> <p>Recognises importance of seeking and considering other perspectives</p>
Collaboration	<p>Able to work effectively with peers to solve problems</p> <p>Gains trust easily and supports peers</p> <p>Demonstrates and fosters collaboration across teams</p>
Organisation Leadership	<p>Provides considered feedback and input to decision making</p> <p>Identifies and suggests opportunities to do things differently</p>

	Proactively seeks to understand organisational or wider context of own role
Delivery of Results	Plans and organises work to deliver on objectives Sets high personal and professional standards, and shows a high concern for accuracy
Relationship Building / Communication and Interpersonal skills	Connects with others, builds trust and listens Works cooperatively and collaboratively with others across DOC Shares information proactively and seeks to support others

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).