

Role Description

Title	Team Lead Internal Applications
Manager Title	Technology and Operations Manager (CISO)
Directorate and Group	Information Systems and Services, Organisation Support
Direct Reports	Systems Administrators ServiceNow Developers
Band	T5 G
Date	July 2026
Approved By	Chief Information Officer, Information Systems and Services

Public Service

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

I āianeī, 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.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role Purpose

The purpose of this role is to lead the team responsible for the development, configuration, and ongoing support of DOC's internal applications, including ServiceNow and related platforms. This role builds and leads a team of developers and system administrators, ensuring internal applications are reliable, well supported, and configured to meet DOC's changing business needs.

As a people leader this role is responsible for strengthening in-house capability and supporting the shift towards configuring off-the-shelf solutions over building bespoke applications wherever possible.

General

Employees are 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.

As a leader you are visible, open, and engaging, proactive, and agile, moving towards problems and challenges.

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	Including ...
Internal Application Ownership	- Leading the development, configuration, and ongoing support of DOC's internal applications, including ServiceNow and related platforms - Leading the team's shift toward configuring off-the-shelf solutions over building and maintaining bespoke applications, wherever this delivers better value and supportability - Ensuring internal applications are reliable, secure, and fit for purpose, and configured to meet DOC's changing business needs - Overseeing the technical roadmap and prioritisation of enhancements, upgrades, and integrations across internal application platforms - Ensuring systems administration and platform support functions maintain agreed service levels and respond effectively to incidents and requests - Providing technical leadership and direction to the ServiceNow development and systems administration functions - Ensuring internal applications and configurations comply with DOC's architecture, security, and information management standards - Managing relationships with software vendors and support partners for internal application platforms, including licensing and contract performance - Building and maintaining in-house technical capability, reducing reliance on external development resource over time
Team leadership	- Set expectations including clear definitions of success - Support learning and development (individually and collectively) ensuring every team member has up to date development plan and receives regular feedback - Support the creation of an inclusive culture - Encourage the team to draw upon diverse strengths and perspectives - Direct and support team members to collaborate - Provide direction and appropriately assign tasks and projects

Accountability	Including ...
	Lead health, safety and wellbeing in the team, creating a work environment where workers are kept safe, healthy and well Maintain knowledge and awareness of trends, technologies, and developments to remain informed and up to date
Treaty Partnership	Identify the impact of the work on Māori and share awareness with others Establish networks with iwi and Māori who are interested/impacted by the work Identify appropriate methods to engage and lead engagement processes Ensure co-design with Māori is undertaken when required Ensure different ways of working are supported, institutional bias and stereotypes are not reinforced
Planning	Develop and maintain plans to deliver agreed outputs and outcomes Identify how priorities and required outcomes will be achieved Scope and recommend work and programme plans Propose, negotiate, and seek agreement to budget and resource requirements Manage competing priorities and set defined goals
Work progress and reporting	Measure and provide comprehensive insights into work progress and results Produce regular reports to provide updates and information for decision makers Respond appropriately to changing contexts and priorities Identify critical risks or issues and recommend appropriate solutions Maintain knowledge and awareness trends, technologies, and developments to remain informed and up to date
Stakeholder and customer relationships and service delivery	Engage with stakeholders to share information and identify critical issues Respond promptly and competently to requests for information, advice, or the provision of services Gather feedback from customers and stakeholders and seek opportunities for improvement Participate in engagement and feedback activities and ensure feedback is incorporated into your work Identify critical issues and opportunities where feedback and/or engagement is required to proceed

Capability

Capabilities Required	
Specialist skills, knowledge, and qualifications	Tertiary qualification in information technology, computer science, or a related field, or equivalent practical experience Proven experience leading application development and/or systems administration teams Strong working knowledge of ServiceNow platform administration, configuration, and development, or an equivalent enterprise SaaS platform Experience with software development lifecycle, DevOps practices, and release and change management Understanding of enterprise architecture principles and integration patterns, including APIs and middleware Knowledge of IT service management frameworks, such as ITIL Experience weighing up the configuration of off-the-shelf platforms against custom or bespoke development, and evaluating the trade-offs Understanding of information security, privacy, and data protection requirements applicable to internal business applications Experience managing vendor and supplier relationships, including software licensing and contract management
Team Leadership	Skilled in leading and managing a high-performing team Able to lead dispersed staff with a variety of flexible working arrangements Monitors team cohesion and performance Adept at maintaining an inclusive and collaborative team culture Manages health, safety, and wellbeing processes to ensure a strong and proactive safety culture Skilled at effective coaching and feedback delivery, and supporting individual and team capability development
Treaty Partnership	Understands where the Māori Crown relationship is particularly important to DOC Understands some of the key differences between Māori and non-Māori worldviews Able to use day-to-day tikanga at work, e.g. waiata and pepeha Familiar with contemporary Māori experiences and perspectives, particularly in respect to DOC Identifies knowledge and experience gaps and seeks advice or support when required

Capabilities Required	
Decision making and delivery of results	Reviews detailed and complex information to understand context and create recommendations Recognises importance of seeking and considering other perspectives Plans and organises work to deliver on objectives High personal and professional standards and accuracy
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational or wider context of own role
Collaboration, relationship building, communication and interpersonal skills	Works effectively with peers to solve problems, and provides support Demonstrates and fosters collaboration across teams Connects with others, builds trust and listens Works cooperatively and collaboratively with others across DOC Shares information proactively and seeks to support others

Key Working Relationships

Internal	External
All of DOC including - Application Owners - Application Users - Managers - Directors - Project Manager and Teams Information System and Services Teams	Support vendors & partners Other Government agencies

You are required to comply with the standard operating requirements of DOC, i.e., complying 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).