JOB DESCRIPTION

POSITION ICT Senior Systems Engineer

BUSINESS UNIT Digital & Data

GROUP People and Enabling Services

RESPONSIBLE TO ICT Operations Manager

LAST UPDATED June 2025

Our Vision
We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

Our Purpose
Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

Our Values

JOB PURPOSE

The core role of the ICT Senior Systems Engineer is to support the ICT Operations Manager & ICT Infrastructure Architect and the wider Digital and Data and Programme Delivery teams with the delivery of key initiatives as part of the Digital and Data Roadmap and Wellington Free Ambulance's Strategy 2030. Providing advice and support to implement and transform to resilient cloud-based systems and the maintenance of legacy systems are key aspects of the role.

JOB SCOPE

This role sits within People and Enabling Services and interacts with the rest of the organisation.

The ICT team is currently assisting the organisation with the modernisation of its solutions and systems as well as supporting the BAU function.

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Project related work and new system implementations are increasing the requirement for ICT to provide valuable input and expertise. Furthermore, building and adopting SaaS systems and managed services is a key guiding principle for WFA. While the organisation is well on its journey with migrating existing systems and implementing new systems in the Cloud, it requires further support with completing this transformation work.

The position provides crucial support, advice, and recommendations to assist the Head of Digital and Data (CIO), the ICT Operations Manager, the ICT Infrastructure Architect, and the wider organisation.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational Perspective
Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over $7 million each year through fundraising to ensure WFA services can remain free of charge.

Business Unit Perspective
People and Enabling Services ensures the smooth running of the organisation, so that Wellington Free Ambulance can get on with the job of delivering world class paramedic care. It encompasses People and Capability; Digital and Data; Performance, Reporting and Assurance; Finance; Commercial; Health, Safety and Wellness and Programme Delivery. This team provides invaluable support to the whole organisation through financial management, robust technology, and quality improvement.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Application development • With the support of the ICT Operations Manager & ICT Infrastructure Architect support and design, development, implementation of enterprise applications that meet WFA's operational and strategic goals i.e. power apps	• Collaboration with Infrastructure Architect, Technical BA's & end users to understand requirement and translate to technical specifications. • Work closely with Infrastructure Architect and IT Operations Manager to ensure applications are secure, resilient and compliant. • Lead, and/or contribute to application development projects with the support of Infrastructure and IT Operations Manager.
Level 2/3 Technical Support • Provision of technical support to WFA's technology users and technical consulting and advice to the ICT Operations Manager	• All server hardware and operating systems are operating as per purpose. • All LAN, WAN, Internet, VPN connections are operating as per purpose. • All desktop, Laptop, Tablet, Phone devices are operating as per purpose. • All backup applications are implemented and working as per purpose.

	• Evidence of provision of training on WFA Applications and ensuring all users are trained to the correct level. • Technical Support needs of users are met in a timely manner.
Infrastructure Management • Infrastructure is operating efficiently and effectively • Organisation able to recover from unexpected events such as natural disasters or system failures	• Monitor and maintain infrastructure performance and take corrective action when necessary to prevent downtime or system failures • Assist with developing DR and BCP plans
Project and BAU Assistance • Projects are delivered successfully and within defined timeframes • Act as an ICT advisor on projects or BAU tasks that are ICT related or have an element of ICT within the scope of the project	• Support project teams to implement new systems successfully • Assist with the Project Management and participation in all stages of Technical Projects as required by the ICT Operations Manager
Systems Architecture & Improvements • Continual improvements are made to WFA's overall infrastructure, including systems, network, security, and BCP/DR capabilities • WFA's systems are fit for purpose and resilient • WFA is leveraging the latest technologies and best practices where possible	• Develop and improve infrastructure • Work with vendors to purchase and implement infrastructure systems and technologies • Responsible for architecture of WFA's corporate network and systems • Stay up to date with emerging technologies and trends
ICT Compliance & Improvements • Infrastructure is secure and complies with industry-specific regulations and standards, such as HIPAA • Ensure all personnel have appropriate access to the ICT systems • Promptly respond to all security incidents and provide thorough post-event analyses Issues identified and changes made that produce positive outcomes and improvements • Solutions and technologies identified and implemented, leading to improved systems and efficiencies	• Implement security controls and enhancements to enable continuous improvement • Analyse business requirements by partnering with key stakeholders across the organisation to develop solutions • Make recommendations for improving the ICT security and infrastructure
Data Management and Improvements • Migrate legacy systems to modern, resilient, and fit for purpose platforms • Consult with Data Manager to improve access to datasets • Assist Data Manager with access to datasets • High availability and reliability of access to data and apps	• Investigate and deliver new data capabilities that benefit the organisation • Develop PowerApps or other solutions to deliver automated functionality and insights • Migrate legacy datasets and systems to fit for purpose and resilient platforms • Monitor and manage data storage platforms and associated apps
Change Management • Evidence of the scrutiny and endorsement of ICT changes • System changes occur with minimal disruption to the business	• Effective adherence to change management procedures and processes
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our company values. Our values represent who we are, where we're going and who we're taking with us	• Be authentic, original true | Mā pango mā whero ka oti te mahi • Act with kindness | Aroha atu, aroha mai • Lead by example | Mahia te mahi, hei painga mo te iwi • Keep getting better together | Whaia e koe te iti Kahurangi

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Health and Safety	All employees are responsible for:
Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains, and actively participates in supporting a safe and healthy workplace	• Working in a safe manner to prevent risk of harm to themselves, others, or the environment. • Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements • Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. • Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. • Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. • Actively participating in health and safety training and alerting managers (s) where additional training and support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	ICT Operations Manager
	Peers:	ICT Infrastructure Architect, ICT Systems Administrators, ICT Technical Specialist, Programme & Project Managers, Business Analysts
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	Executive Leadership Team; Wider Leadership Team; ICT & Data Teams; Operational Users
	External:	Service Providers; Hato Hone St John; Health Providers; Suppliers, Consultants,
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	• Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in products and services • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect • Starts from Yes.
Integrity and Trust	• Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes

	• Doesn't misrepresent her/himself for personal gain
Listening	• Practises attentive and active listening • Has the patience to hear people out • Can accurately restate the opinions of others even when (s)he disagrees
Priority setting	• Spends his/her time and the time of others on what's important • Quickly zeroes in on the critical few and puts the trivial many aside • Can quickly sense what will help or hinder in accomplishing a goal • Eliminates roadblocks • Creates focus
Problem solving	• Uses rigorous logic and methods to solve difficult problems with effective solutions • Probes all fruitful sources for answers • Can see hidden problems • Is excellent at honest analysis • Looks beyond the obvious and doesn't stop at first answers
Technical learning	• Picks up on technical things quickly • Can learn new skills and knowledge • Is good at learning new industry, company, product, or technical knowledge – like internet technology • Does well in technical courses and seminars
Organisational Savvy	• Navigates the political complexities of the organisation easily • Has a clear understanding of other groups' business priorities • Avoids provoking tension between groups • Uses knowledge of organisational culture to achieve objectives
Te Tiriti o Waitangi and Cultural Expertise	• Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work • Applies tikanga in relevant work situations
Cultural Competencies	• Wellington Free ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience:

ESSENTIAL	DESIRABLE
• 5 years+ work experience in ICT • Expertise in Microsoft technologies i.e., Windows Server, SQL Server, Exchange, 365/Azure, Office suite, Active Directory, Windows desktop operating systems • Expertise in backup and data management technologies and concepts i.e. Veeam. • Expertise in network, firewall, VPN, and security software and management • Expertise in data management	• Experience with developing and maintaining Microsoft Power Apps • Experience with working in a clinical and/or an emergency services communications environment • Experience of working in a project management framework or project team

Professional Qualifications / Accreditations / Registrations

ESSENTIAL	DESIRABLE
• Current Full Driver's license	• ITIL Service Management Level 1 certification "ITIL Essentials" • IT-related Tertiary Qualification • Relevant Microsoft Qualification e.g MCSE/MCSD • Project Management Qualification • Relevant networking qualification e.g CompTIA Network+, CCNA, • Relevant security qualification e.g SSCP, CISSP, CISM

Other:

Hours of Work
The normal working week will be Monday to Friday; however, the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description
From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.