Position Description

Position Details			
Role	Information Technology Specialist	**Position Type**	1.0 FTE
Reports to	COO	**Direct Reports**	0
Business Division	Operations	**Date**	June 2017

TIA Overview

About TIA

Tourism Industry Aotearoa (TIA) is the only independent association that represents all sectors of New Zealand's large and diverse tourism industry. We are vocal supporters of our industry, working to ensure tourism gets the recognition it deserves as a vital contributor to the country's economy and social health.

We have some 1500 members ranging from large publicly listed corporates to small B&Bs. Collectively; our members make up around 85% of New Zealand's tourism turnover. The more members and support TIA has, the stronger our collective voice and the more influence we have on policy and decision making.

We lobby local and central government to shape policies and create an environment that helps our industry grow and flourish. We led development of the industry's Tourism 2025 growth framework which aims to growannual tourism revenue to $41 billion by 2025. We provide leadership on matters that impact on the competitiveness and success of the tourism industry.

All of TIA's activities fall under two Strategic Focus Areas:
- TIA is leading, influencing and delivering against Tourism 2025
- TIA is a strong and respected industry body

Our core beliefs

People Matter - we are open, fun-loving, generous, caring and supportive

Share The Passion - we share our passion for the visitor industry, for TIA and for all things we love

Take It On - we take responsibility, have a can-do attitude, and pitch in

Make A Difference - we make connections, speak up, take risks and create success

Purpose of the Position

The Information Technology Specialist has primary responsibility to ensure the business processes of TIA's and its clients are supported by 'fit-for-purpose' technology, coordinating between the organisation and external vendors and contractors about Information Technology systems, related infrastructure and development and providing support on the use of technology internally.

TIA's shared technology platform consists of:
- Cloud based software as a service – TEAM (events management and membership), membership App, Xero, IPayroll, Smartsheet, banking software, RiskSense, Corporate Traveller, Office 365 exchange

- IT infrastructure support from 3rd party
- Supporting printing and photocopying services
- Telecommunications
- Microsoft office suite; and
- Content management tools for TIA's websites

Not included in the shared TIA technology platform are:
- Social media sites
- Hotel benchmarking tool
- Domestic segmentation online tool
- Any specialty application not rolled out to all TIA computers

Key Results Areas (Expected Performance Outcomes)	
IT infrastructure, security and continuity	- IT infrastructure administration and key contact for IT contract supplier - Handles all information and system security tasks - Coordinate and negotiate agreements with suppliers and monitor performance against agreed KPIs - Ensure IT capacity meets business requirements and delegate demands - Ensure internet capacity meets business requirements - Manages the IT systems and processes as part of the business continuity plan for TIA
Client servicing	Provide information technology client services to other industry associations as required
Shared Technology platform supports business processes	- Responsibility for the technology platform, reporting and administration that supports the business objectives of TIA - Build strong working relationships with staff and keep an 'ear to the ground' to ensure IT needs are met in the short and long term, gearing systems to adapt to rapid change - Collaborate with business process owners to oversee the use of technology within TIA and ensures that it is "fit for purpose" - Manages TIA's technology risks and issues register - Liaise with suppliers to ensure changes to the system configuration are made as required - Work with administration staff to ensure integrity of systems and that data has a high level of accuracy - Staff training on shared technology platforms as required - Provide primary day-to-day link between TIA and outsourced IT service providers and monitor service performance against agreed standards.
Continuous improvement	- Ensures that the shared technology platform is evolving to meet the changing nature of the business and that changes are fully documented (designed, built and tested) and project managed in an orderly manner - Keep abreast of technology advancements and make appropriate recommendations to the business - Provide IT support and guidance to colleagues implementing product developments and innovation as required - Advise on new technology purchases (including appropriate hardware and software) - Documentation of requirements, testing and training of any customisations in the software and its processes - Support wider team to adopt and embrace new technology, e-commerce and e-communications, as part of delivering their

	wider work programmes • Lead the implementation of upgrades and the introduction of new systems onto the shared technology platform
Website management	• Liaise with suppliers to ensure website administration across all TIA websites and associated platforms, ensuring key functions are actioned to support the websites delivery (i.e modifying structure or footers) • Ensure website functionality and manage updates as required • Monitor, assess, and report on website service levels • Ensure domain registration and hosting are current
Business support	• Provide technical support to colleagues to help them to do their jobs • Liaise with external suppliers to get answers to colleagues questions • Assist the Financial Accountant prepare reconciliations between the event and membership system and the accounting system • Build reports to provide management information • When required assist with the design and build of marketing collateral and communication material
Other projects	• As directed

Authorities/Dimensions of the Position	
Budget	• Nil – approval to authorise general IT invoices up to $500, Spark invoice up to $5,000.
Contractual	• Nil

Relationships/Interactions	
Internal	**External**
• TIA staff	• IT Providers • Software providers • TEC, TAANZ, RTONZ

Experience	
Qualifications	• Tertiary qualification preferred.
Experience	• Qualifications relevant to the above IT environment or strong proven work experience in similar IT environments • Good technical understanding of IT/Telecommunications issues and trends • Proven experience in website creation, maintenance and support • Proven track record of innovation in an E-commerce based environment • A strong client focused approach, with a commitment to delivering responsive high quality IT solutions to meet client needs
Other Significant Role Requirements	• Proactive, sets high standards and is able to deliver on time, every time • Pragmatic, adaptable 'can-do' approach • Strong organisational skills and technical aptitude • Have an understanding of databases and can adapt to the

	requirements of new databases and their related business processes easily
	• Can present information which is logically structured and jargon-free
	• Knowledge of the tourism industry would be advantageous
	• Social media knowledge and skills, while not essential, would be an advantage
	• Adopt and enthusiastically work by the team culture and values
	• Acceptance of team objectives and an understanding of how they fit with the overall TIA strategy
	• Meet deadlines, punctual, prepared to work until the job is done