

IT Business Support

About TIA

Tourism Industry Aotearoa (TIA) leads and supports New Zealand's \$35 billion tourism industry. We are the only independent association that represents all sectors of New Zealand's large and diverse tourism industry. As the strong, inspirational voice of tourism, we accomplish what no single member or sector group could achieve by themselves. We deliver real bottom line value to our members, large and small and work to build a strong, sustainable and responsible tourism industry that is a valuable contributor New Zealand's economy.

The opportunity

An exciting opportunity has arisen for a creative, innovative, experienced IT person to join our Operations team.

The successful candidate will be the go-to person for IT troubleshooting and support across the business. You will learn the in house systems, answer colleague's questions and liaise with our external suppliers for issues. A logical, IT savvy mind is essential, as well as excellent communication skills and a can-do attitude.

Key responsibilities include:

- Managing the organisations technology platform and providing support on the use of technology internally
- Ensuring the business processes of TIA's and its clients are supported by 'fit-for-purpose' technology
- Looking for process improvement opportunities
- Coordinating between the organisation and external vendors and contractors about Information Technology systems, related infrastructure and development
- Using system development disciplines to ensure the system modifications and upgrades are designed, built, tested and documented appropriately.

You will be engaging with all levels of users, so the ability to communicate with non-technical people is a must. We are looking for someone who is able to bridge the gap between technology and business processes.

We are looking for someone with a good technical understanding of IT issues and trends, a good understanding of website creation, maintenance and support and someone who has a strong client focused approach with a commitment to delivering responsive high quality IT solutions. You may be the current go-to IT person in your office and want to further develop your skills in this area, or you may be looking to expand your skillset from a helpdesk role.

TIA has a fantastic team culture and is a flexible, supportive and fun place to work. We are looking for a team player with a great work ethic who brings enthusiasm, passion and sense of humour to the role. Experience in the tourism industry or with social media while not essential would be an advantage.

To apply

[Click here](#) for a Job Description.

To apply, please send your CV and covering letter to natalie.henry@tia.org.nz

Applications close 5pm Friday 23 June 2017.