



Position Description

Title	Enterprise Applications Manager
Technology Group	
Locations:	Auckland or Christchurch
Reports to:	Manager IT and Service Management
Direct Reports:	4
Indirect Reports:	N/A
Date:	March 2025

Overview

Our people manage New Zealand's 30 million square kms of airspace, providing air traffic control, surveillance, communication, flight inspection, mapping and airspace design services. We work with government, regulatory authorities, airlines, airports and the general aviation community to ensure pilots, passengers and goods reach their destination - safely. At Airways, our values underpin all that we do. We value Safety, Each Other, Excellence and Success in all that we do.

Our organisation is made up of operational business groups that are supported by governance and corporate services functions. To learn more about our people and organisational structure, check out www.airways.co.nz/about.

Business Unit Purpose

The Technology Group is responsible for designing, deploying, and maintaining the infrastructure that enables Airways to deliver its Air Traffic Management services nationally and within our Pacific FIR. Airways technical assets are spread widely across the country and form a resilient mission critical infrastructure of national significance. Systems are often located in areas that are remote.

Purpose of the Position

The Enterprise Applications Manager is an important part of the Technology Group, ensuring the reliability, security, and scalability of our Airways Enterprise Applications (ServiceNow, D365 F&O, and MS365), driving innovation, and aligning technology solutions with Airways strategic business objectives. This role leads the team of Senior and junior enterprise application Analysts to maximise the value provided to Airways through the investments made in Airways Enterprise application platforms, providing governance over all enterprise platforms.

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

Key Areas of Accountability	
Leadership	<ul style="list-style-type: none"> ▶ Build and lead a high-performing team of Application Engineers and Analysts, fostering a culture of collaboration, innovation, and continuous learning. ▶ Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals. ▶ Be a role model for our shared values. ▶ Provide leadership to develop and build an engaged and high performing team. ▶ Manage performance of individuals and business area ensuring objectives and operational requirements are achieved.
Platform Strategy and Roadmap Development	<ul style="list-style-type: none"> ▶ Define and execute a detailed roadmap for the consolidation of business applications onto Airways Enterprise application platforms (ServiceNow, D365 F&O, and MS365) ensuring alignment with business and technology goals. ▶ Collaborate with senior leadership and key stakeholders to understand business requirements and prioritise applications for migration or integration. ▶ Establish and maintain clear KPIs and performance metrics to track the success of the application consolidation initiatives. ▶ Stay up to date with emerging technologies and trends, evaluating their potential impact on our business and leading the adoption of new solutions that drive value and align with our strategy.
Platform Governance	<ul style="list-style-type: none"> ▶ Establish and maintain a robust governance framework, policies, and standards to ensure alignment with business needs, security best practices, and regulatory compliance for all Enterprise platforms. ▶ Lead a governance framework to oversee platform usage, security, compliance, and data integrity, ensuring alignment with organizational standards. ▶ Work with data and security teams to ensure that consolidated platforms meet data governance, privacy, and cybersecurity requirements. ▶ Partner with business stakeholders, and IT teams to understand their needs, gather requirements, and

	<p>deliver platform solutions that meet or exceed expectations.</p> <ul style="list-style-type: none"> ▶ Establish and lead an information governance framework to ensure compliance with the Public Records Act (PRA), data privacy, and regulatory standards.
Technical Leadership	<ul style="list-style-type: none"> ▶ Provide technical direction and oversight to the business application team, ensuring architectural consistency, adherence to best practices, and continuous improvement of platform performance and reliability. ▶ Oversee the day-to-day operations of our enterprise application platforms, including monitoring performance, managing incidents and problems, and ensuring timely resolution of issues.
Stakeholder Engagement and Change Management	<ul style="list-style-type: none"> ▶ Act as the primary liaison between the Technology Group and business units to communicate project progress, challenges, and benefits. ▶ Drive change management efforts, preparing end-users and stakeholders for the transition to consolidated platforms and ensuring proper training and resources are available. ▶ Develop and maintain strong relationships with key stakeholders to foster a collaborative approach to platform management. ▶ Build and maintain strong relationships with technology vendors and service providers, negotiating contracts, managing performance, and optimising costs.
Self-Development	<ul style="list-style-type: none"> ▶ Monitors own performance and seeks development opportunities to improve performance. ▶ Implements agreed development plans within agreed timeframes.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for pro-actively ensuring that the priorities of safety, and the principles adopted to secure it, are made explicit to all staff and contractors. ▶ Accountable for providing a safe work environment and implementing Airways health & safety systems for all staff and contractors. ▶ Accountable for creating a culture that promotes health & safety Responsible for ensuring staff and contractors understand their health & safety obligations including obligations to keep Airways secure. ▶ Responsible for driving continuous improvement in all aspects of health & safety and ensuring any current or

	new work practices are assessed for potential safety impact and they deliver on safety excellence.
Travel Requirement	▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	▶ Responsible for managing a budget of \$ NIL.
Financial Delegation	▶ Delegated financial authority for Capital Expenditure of \$ 100,000. ▶ Delegated financial authority for Operational Expenditure of \$ 100,000.
Contractual Delegation	▶ Signing Authority to a limit of \$ NIL.
Legislative Owner	▶ NIL.

Key Relationships / Customers	Nature of Relationship
Internal	
Manager IT Service Management	Direct Manager
Enterprise Application Team	Direct Reports
All Airways Business Units	Key stakeholders and customers
Network and Security teams	Work collaboratively with to ensure safety and security of Airways Systems
Project Management Office	Work collaboratively with to deliver key projects
Airways Infrastructure and Data Team	Work collaboratively with to delivery key projects.
External	
Third Party Software Vendors	Manage vendor contract ensuring delivery and performance.

Formal Qualifications / Training / Experience	Required	Desirable
Relevant tertiary degree in information technology, computer science	✓	
7+ years experience in software platform engineering, solution architecture, or a related field.	✓	

Proven experience (3+ years) managing a technical team.	✓	
Deep understanding of either or both ServiceNow and Dynamics 365 F&O, including integrations, customisation, and workflow automation.	✓	
Demonstrated success in leading application consolidation initiatives and managing platform strategy within a complex organisation.	✓	
Understanding of security principles, risk management, and compliance requirements.	✓	
Proficiency in project management methodologies and tools (e.g., Agile, Scrum).		✓
ITIL Foundation Certifications.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
Project Planning - Skills in resource allocation, budgeting, and timeline management.	✓	
Data-driven decision-making - Analysing platform data, understanding key metrics, and using insights to drive strategic decisions.	✓	
Leadership - Motivates and empowers others to achieve individual and organisational goals.	✓	
Our Values - Demonstrates the Airways Values consistently and naturally, showing a personal commitment to value Safety, One Airways, Excellence and Success; consistently exhibits behaviours that inspire understanding of and commitment to these values.	✓	
Leads Change - Builds and communicates the need for change; draws on people with previous experience or skills who can support the process; implements continuous improvement.	✓	
Builds Capability - Identifies skills and knowledge required to achieve strategic objectives; takes a broad approach to considering where skills can be sourced from, internally and externally; selects people that will have the competencies and skills to lead and execute; creates and builds a complimentary team of successors.	✓	
Customer & Partnership Focused - Builds long-term, strategic and sustainable relationships with customers/partners; understands the customer's business and requirements; manages expectations and builds respect	✓	

rather than seeking to be liked; measures performance against customer-based targets; delivers on promises to customers and personally commits to resolving customer issues; inspires a customer-centric approach across Airways.		
Planned & Organised - Develops realistic plans to ensure deadlines are met; ensures all resources available to implement the plan; continually reprioritises as new work comes in, based on criteria and information from the customer; works on a number of jobs simultaneously without any dropping off.	✓	
Enthuses & Inspires - Is enthusiastic about what they do; is driven and has energy and is prepared to do more; 'gets boots dirty and rolls up sleeves'; sets the scene by painting the whole picture, gives goals and is genuinely interested in how things are going by keeping people posted on performance; is calm in the face of negativity and doesn't back off.	✓	

Our values underpin everything we do



We are **safe**

Safety is at the forefront of everything we do. We are committed to the safety of our people, operations and the communities we serve.



We strive for **excellence**

We deliver our best work each and every day, and look for ways to continue to improve what we do.



We are **One Airways**

We all have our own areas of expertise and by working together, collaborating and sharing knowledge, we achieve our aspiration.



We celebrate **success**

We recognise our people's achievements, big and small, and celebrate our successes.