



Position Description

Title	Senior Enterprise Applications Analyst
Technology Group	
Locations:	Auckland or Christchurch
Reports to:	Enterprise Applications Manager
Direct Reports:	Nil
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, One Airways, 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 Snr Enterprise Application Analyst is an important part of the Technology Group, ensuring the reliability, security, and scalability of our Enterprise platforms, driving innovation, and aligning technology solutions with Airways strategic business objectives. This role will have technical ownership of an assigned enterprise platform, as well as other minor platforms as required. The main objective of this role is to maximise the value provided to Airways through the investments made in Airways 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	
Platform Development and configuration	<ul style="list-style-type: none"> ▶ Technical ownership of an assigned enterprise platform as well as other minor platforms as required. ▶ Configure, optimise, and maintain key software platforms to meet business needs, including initiatives to mature Airways Information Management. ▶ Collaborate with the Enterprise Applications Manager to identify and implement application enhancements and consolidation opportunities. ▶ Work closely with the Airways business to translate functional requirements into technical solutions. ▶ Develop and contribute to the design and creation of systems documentation and user training material. ▶ Ensure enterprise applications adhere to the Public Records Act (PRA) by supporting effective information governance, retention, and disposal practices.
Integration Management	<ul style="list-style-type: none"> ▶ Design and manage data integrations between Enterprise applications and other systems, ensuring data consistency and accuracy. ▶ Collaborate with IT and data teams to develop and deploy custom scripts, data transformations, and connectors for seamless integration.
Automation and Process Optimisation	<ul style="list-style-type: none"> ▶ Identify opportunities to streamline workflows and improve processes using automation tools such as Power Automate or ServiceNow workflows. ▶ Analyse system performance and usage data to identify opportunities for process improvement and automation.
Troubleshooting and Incident Response:	<ul style="list-style-type: none"> ▶ Act as a technical escalation point for complex issues and critical incidents. ▶ Develop and maintain knowledge base articles and documentation to assist with troubleshooting and support.
System Security and Compliance	<ul style="list-style-type: none"> ▶ Configure and enforce security policies, including user permissions, role-based access controls (RBAC), and audit trails. ▶ Perform regular security audits and system reviews to ensure that consolidated applications meet organisational security and compliance standards.

	<ul style="list-style-type: none"> ▶ Implement Data Loss Prevention (DLP) policies and monitor data access patterns to protect sensitive information within the consolidated platforms.
Stakeholder Collaboration and Communication:	<ul style="list-style-type: none"> ▶ Work closely with all teams to ensure alignment on platform requirements, priorities, and performance goals. ▶ Work with stakeholders to design custom reports and ensure data visualisations align with business requirements. ▶ Effectively communicate technical information and analysis to both technical and non-technical audiences. ▶ Lead workshops and training sessions to promote effective application usage across the organisation. ▶ Contribute to the team's knowledge sharing and development.
Self-Development	<ul style="list-style-type: none"> ▶ Monitor own performance and seeks development opportunities to improve performance. ▶ Implement agreed development plans within agreed timeframes.
Health & Safety	<ul style="list-style-type: none"> ▶ Responsible for proactively demonstrating Airways Safety value - it's at the heart of everything we do. ▶ Responsible for operating role in a safe manner and striving for continuous improvement in health & safety throughout the business. ▶ Responsible for ensuring Airways security is maintained at all times. ▶ Accountable for proactively raising health or safety issues in line with Airways safety management systems and participating in position related health & safety training.
Travel Requirement	<ul style="list-style-type: none"> ▶ Work may be required in other locations within NZ/internationally to perform the duties of the role.
Budget	<ul style="list-style-type: none"> ▶ Responsible for managing a budget of \$ NIL.
Financial Delegation	<ul style="list-style-type: none"> ▶ Delegated financial authority for Capital Expenditure of \$ NIL. ▶ Delegated financial authority for Operational Expenditure of \$ NIL.
Contractual Delegation	<ul style="list-style-type: none"> ▶ Signing Authority to a limit of \$ NIL.
Legislative Owner	<ul style="list-style-type: none"> ▶ NIL.

Key Relationships / Customers

Nature of Relationship

Internal

Enterprise Applications Manager	Direct Manager
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

3 rd Party Software Vendors	Manage vendor contract ensuring delivery and performance.
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Formal Qualifications / Training / Experience	Required	Desirable
Relevant Tertiary degree in Information technology, Computer Science	✓	
5+ years of experience in IT systems administration, business applications analysis, or technical roles, with experience in ServiceNow, Dynamics 365, or similar platforms.	✓	
Hands-on experience with data integration, API management, automation tools, and enterprise platform configuration.	✓	
Understanding of security principles, risk management, and compliance requirements.		✓
ITIL Foundation Certifications		✓
Training in Agile methodologies, Scrum, Kanban, SAFe etc.		✓

Key Competencies / Skills / Knowledge	Required	Desirable
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.	✓	
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.	✓	

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