

Workday Systems Administrator



To provide technical leadership and support of an effective Workday ERP service (a service shared between GNS and ESR). By providing senior escalation support to the Workday Support team and ownership of key operational activities such as change management. To support the workday governance groups with accurate and detailed technical advice on the operational delivery of the service and the roadmap of potential improvements.

Reports to:	IT Services Manager
Department:	Digital, Systems and Information
Group:	Business Services
Employment Type:	Permanent
Location:	Avalon
Direct reports:	Nil
Budget:	Nil
Career Path:	Specialist
Job Family:	Operations, Data and Technology
Career Step:	7
Date:	September 2024

Position priorities and responsibilities

Workday technical leadership and support

- Operational monitoring of our ERP to provide a robust and stable platform for GNS and ESR.
- Undertake routine systems administration and security tasks to ensure system integrity and security.
- Ownership of Tier 3 technical support and to provide the senior technical support for the Workday system.
- Overall ownership and technical support for integrations, including liaising with vendors to resolve issues.
- Overall coordination of testing for system upgrades or changes.
- Operational liaison and vendor management of the Workday support vendor.
- Ensuring customer experience is a focus in everything we do.
- Ensure work towards qualifying as a Workday Implementor.

Workday governance and ownership support

- Coordinate, and assist with, the scoping and analysis of enhancements and other system changes to inform the Community of Practise governance groups.
- Review project briefs, estimates and handover documents to ensure they are well considered from an ERP technical viewpoint.
- Manage the change management process for the Workday system.
- Mapping and architectural support for strategic planning to ensure the ERP solutions can quickly adapt to meet GNS and ESR's needs.
- To assist in providing ongoing education of GNS and ESR staff for technology and industry changes in ERP, including championing relevant improvements with the business teams.

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- Subject matter experts/business owners of the Workday modules - HR, Projects and Finance;
- GNS and ESR senior management responsible for Workday governance.

External:

- Workday, Support vendors, other NZ public sector Workday implementation owners (NZTA, RBNZ, FRENZ etc).

Person specification

Skills, knowledge and attributes

- Excellent communication and influencing skills with proven ability to build trust and articulate needs/requirements at both a general business and technical level.
- Ability to build strong relationships with key stakeholders, including third party partners.
- Ability to manage conflicting priorities across a varied programme of work.
- Proven ability to deliver great business outcomes (in a fast-paced environment).
- ERP technical expertise in a production support environment.
- Well-honed communication and collaboration capability.
- Stakeholder engagement and management.
- Results and outcomes orientated.
- Business planning and evaluation.
- Strong influencing skills.

- Critical and strategic thinking.

Experience

Essential:

- Six years' ICT production support experience or operations experience using standard support frameworks.
- Significant experience in working in a technical support team providing round the clock support for a critical system.
- Significant experience in resolving issues and dealing with customers.
- Significant contributions towards feature enhancement and prioritisation.
- Deep technical experience including recent experience supporting an ERP system.
- Practical experience of Service Management principles (e.g., ITIL experience and knowledge).
- Excellent communication skills (oral and written).

Desirable:

- Workday experience.
- Experience in configuring applications.

Qualifications

Essential:

- Relevant tertiary qualification.

Performance dimensions

At a high level, GNS Science recognises six **performance dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the way we work. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.

- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.