POSITION DESCRIPTION

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Systems and Technology Manager

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Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

OUR WHY
Toitū te ahurea Māori – Leaders in uplifting Māori culture.

TE PUIA VISION
To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES
Manaakitanga - Whanaungatanga – Kaitiakitanga

TE PUIA PRINCIPLES

Teamwork: Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.

Passion for Customer: A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.

Integrity: Upholding the highest ethical standards and promote trust and respect.

Excellence: Exceeding expectations and taking intense pride in everything that we do every day.

Leadership: Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.

Innovation: Imaging what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.

Guardianship: Take care of the land, environment, and other assets for future generations.

Position reports to:
GM Operations (IT Systems) with specific marketing deliverables responsible to GM Sales & Marketing.

Direct reports to position:
Nil

Key Relationships (Internal):
Sales & Marketing team; Reservations and admissions, GM Visitor Experience; GM NZMACI; NZMACI Manager; GM Finance.

Key Relationships (External):
All third-party IT, systems, networks, and reservation systems contractors; Destination Rotorua and our local industry operators; Tourism NZ.

Purpose of position:
Te Puia is seeking a dynamic and experienced Systems and Technology Manager to join our team. The primary focus of this role is to lead the transition to a new reservations platform with API connectivity and oversee the enhancement of our ecommerce capability; and the opportunities and impacts of adopting Ai technology. The successful candidate will play a pivotal role in optimizing our technological infrastructure to ensure seamless operations and an exceptional guest experience.

Primary Duties & Responsibilities (IT)

SharePoint & Governance Management:
- Configure SharePoint sites, libraries, lists, and workflows to meet departmental needs.
- Customize SharePoint features through web parts, templates, and custom solutions.
- Facilitate collaboration and communication among teams using SharePoint's document libraries, version control, co-authoring, and discussion boards.
- Promote the adoption of SharePoint as a central platform for document management, project collaboration, and team communication.
- Establish and enforce governance policies and guidelines for e-commerce and SharePoint usage, permissions, content management, and information architecture.

Systems Optimization:
- Identify and implement innovative technological solutions to streamline processes and enhance efficiency.
- Maintain a strategic roadmap for our future system requirements, taking into account the changing environment that we work within.

Data & Vendor Management:
- Manage the collection, storage, and analysis of data to provide business insights and support strategic decision-making.
- Build and maintain strong relationships with technology vendors and service providers to ensure the delivery of high-quality products and services.

Training & Support and Continuous Improvement:
- In conjunction with HR, identify the core training requirements for new staff in a variety of roles.
- Induction process is identified and implemented for new employees.
- Develop training programs and provide ongoing support to staff, ensuring proficiency in utilizing technology systems effectively.
- Stay updated on emerging technologies and industry trends to proactively identify opportunities for improvement and innovation.

Compliance & Security:
- Ensure compliance with relevant regulations and standards and implement robust security measures to protect sensitive data and systems.
- Develop IT policies, including those for AI, to maintain operational integrity and security.

Primary Duties & Responsibilities (Marketing)

Transition & E-commerce Management:
- Lead the migration to an API-connected reservations platform, ensuring seamless integration by collaborating with internal stakeholders and external vendors.
- Oversee the development and enhancement of our e-commerce platform, focusing on usability, functionality, and integration with other systems to drive user engagement and sales.
- Understand the relationship between the experiences we offer to our potential customers, our marketing content, and the platforms that we use to communicate and convert.

Key Role Outcomes (IT)

Technology Infrastructure Management:
- Ensure smooth operation and maintenance of all technology systems, including hardware, software, networks, and databases.
- Oversee robust cybersecurity measures to protect sensitive data and ensure compliance with relevant regulations.
- Regularly assess and upgrade technology infrastructure to align with industry standards and emerging technologies.

Operational Efficiency & Automation:
- Identify opportunities to streamline operational processes through technology solutions and automation.
- Integrate systems and tools to facilitate seamless communication and collaboration across departments, improving productivity and reducing manual errors.

Training & Support:
- Provide training and support to staff on the use of technology systems and tools, ensuring they have the necessary skills to leverage technology effectively.
- Monitoring helpdesk activity to understand knowledge gaps within the organisation and reflect this in new training programmes and system architecture improvements.
- Identifying better ways to deliver our services with a customer focus and to ensure that Management understand these opportunities as they arise.
- Stay informed about industry trends and best practices in technology, offering guidance to management on potential opportunities for innovation and growth.

Key Role Outcomes (Marketing)

Digital Marketing & Distribution:
- Collaborate with the digital marketing manager to execute digital marketing strategies effectively.
- Utilize data analytics and customer insights to optimize e-commerce performance, driving bookings and sales.

E-commerce & Online Booking Platforms:
- Oversee the development and maintenance of user-friendly e-commerce platforms and online booking systems.
- Optimize the online booking process to make it seamless, intuitive, and secure for customers, enhancing conversion rates and revenue.
- Monitor website performance and user feedback to identify areas for improvement and implement necessary enhancements.

Person Specifications
- Bachelor's degree in information technology, Computer Science, or a related field.
- Minimum of 5 years of experience in a technology management role, preferably in the tourism or hospitality industry.
- Proven track record of successfully managing technology projects, particularly system implementations and integrations.
- Strong understanding of ecommerce platforms and digital marketing strategies.

- Excellent leadership and communication skills, with the ability to effectively engage and influence stakeholders at all levels.
- Solid technical expertise across a range of systems and technologies, including reservation systems, CRM systems, and ecommerce platforms.
- Experience with cloud-based solutions and SaaS providers.
- Strong analytical and problem-solving skills, with a keen attention to detail.
- Relevant certifications (e.g., ITIL, PMP, CISSP) are a plus.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.
- Strategic planning, project management, and relationship building skills.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Name: _____

Signed: _____

Date:_____