



# Tōpūtanga Tapuhi Kaitiaki o Aotearoa NEW ZEALAND NURSES ORGANISATION

**Position:** ICT Manager (Full time)

**Location:** National Office, Wellington

Tōpūtanga Tapuhi Kaitiaki o Aotearoa: The New Zealand Nurses Organisation (NZNO), is the union for nurses and other healthcare workers. Our job and responsibility is to represent more than 63,000 nurses, midwives, students, kaimahi hauora, and health workers in Aotearoa/New Zealand. We represent the interests of nurses on professional and employment related matters. We are affiliated to the International Council of Nurses (ICN) and the New Zealand Council of Trade Unions (NZCTU). NZNO embraces Te Tiriti o Waitangi and works to improve the health status of all people of Aotearoa/New Zealand through participation in health and social policy development.

## Position Purpose & Responsibilities

The ICT Manager leads the planning, delivery, security and continuous improvement of all information and communications technology services across the organisation. The role ensures all ICT technology (including the CRM) is secure and cost effective and that staff are well supported in the appropriate use of these technologies.

The role will oversee the introduction of appropriate AI-driven solutions to improve efficiency, member engagement, and data insights and be responsible for ensuring NZNO's cybersecurity systems and processes are fit-for-purpose and actively manage our third party vendor relationships.

## Key Responsibilities

| Key responsibilities                           | Performance expectations                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ICT Strategy</b>                            | <ul style="list-style-type: none"><li>Develop and implement NZNO's ICT, cybersecurity and AI strategy aligned with organisational objectives</li><li>Ensure compliance with ICT policies, cybersecurity standards, and data protection regulations</li></ul>                                                                               |
| <b>Infrastructure &amp; Systems Management</b> | <ul style="list-style-type: none"><li>Oversee the operation, maintenance, and optimisation of the CRM, ICT systems, networks, and other tools and software</li><li>Ensure system backups, disaster recovery plans, and business continuity measures are in place</li><li>Actively manage and hold third party vendors to account</li></ul> |

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| <b>AI Integration &amp; Innovation</b>     | <ul style="list-style-type: none"> <li>• Monitor AI performance and ensure ethical, secure, and compliant use of AI technologies</li> <li>• Identify opportunities to leverage AI for automation, data analysis, and member support</li> <li>• Implement AI tools for tasks such as predictive analytics, chatbots, and workflow optimisation</li> </ul> |
| <b>Cybersecurity &amp; Risk Management</b> | <ul style="list-style-type: none"> <li>• Develop, monitor and maintain cybersecurity measures to protect organisational data</li> <li>• Identify and mitigate ICT and AI-related risks through proactive security practices</li> <li>• Ensure staff are supported to implement best practice</li> </ul>                                                  |
| <b>Support &amp; Training</b>              | <ul style="list-style-type: none"> <li>• Ensure technical support and troubleshooting is provided to staff when required</li> <li>• Ensure staff are trained on ICT systems, AI tools, and security best practices</li> <li>• Develop user guides, tutorials, and resources for ICT and AI processes</li> </ul>                                          |
| <b>People Leadership</b>                   | <ul style="list-style-type: none"> <li>• Effectively manages the ICT officer role ensuring mahi is aligned to the ICT strategy and plan</li> </ul>                                                                                                                                                                                                       |

### Key Relationships

|                                     |                                                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------|
| <b>Reports to:</b>                  | Director of Operations and Member Support                                           |
| <b>Internal NZNO relationships:</b> | Chief Executive<br>ICT Officer<br>Senior Leadership Team<br>Staff                   |
| <b>External Relationships:</b>      | Union Innovation Hub<br>Mercury IT<br>Third Party Vendors<br>Cybersecurity Partners |

## Role-Specific / Technical Capabilities

| Competency                            | How this will be demonstrated in this role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <b>Technical</b>                      | <ul style="list-style-type: none"> <li>• Uses SQL and database query skills to analyse and resolve problems and manage data</li> <li>• Demonstrates the required job-related technical skills in everything they do</li> <li>• Has and/or develops the ability to maintain and / or expand knowledge, skills and expertise</li> <li>• Documents system changes, processes automations, ai applications, cybersecurity issues and concerns using industry standard methods</li> <li>• Uses project management skills and tools</li> <li>• Manages integrations and troubleshoots issues</li> <li>• Displays proficiency in network administration, and in-depth knowledge of AI technologies, machine learning, and automation tools</li> </ul> |
| <b>Detail orientation / accuracy</b>  | <ul style="list-style-type: none"> <li>• Is accurate and methodical with details and numbers</li> <li>• Successfully manages multiple tasks and processes</li> <li>• Verifies all work; recognises flaws or errors</li> <li>• Ensures compliance with ICT and AI standards and security protocols</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Analytical skills</b>              | <ul style="list-style-type: none"> <li>• Interprets and digests technical / complex information to inform decision-making and improvements.</li> <li>• Applies logic and sound critical thinking to astutely evaluate data and provide advice and to optimise ICT and AI performance</li> <li>• Creates accurate, insightful and comprehensive reporting using modern data analytical tools</li> <li>• Devises and implements process improvements</li> </ul>                                                                                                                                                                                                                                                                                  |
| <b>Training and Supporting Others</b> | <ul style="list-style-type: none"> <li>• Skilled at formal training and / or informal coaching and instructing</li> <li>• Identifies needs and tailors support to those needs challenging or stretching stretch skills</li> <li>• Shows awareness and support for the developmental goals and needs of the union, teams and individuals.</li> <li>• Creates resources to build organisational digital and AI capability</li> </ul>                                                                                                                                                                                                                                                                                                             |

## Core NZNO Competencies

|                                                           |                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ethics, integrity, and values</b>                      | Supports NZNO vision and values, understands organisational structures to complete assigned tasks or projects, plans and organises work in an efficient manner, has values aligned with the organisation and acts accordingly, personally and consistently demonstrates 'right' behaviour, actions are unbiased and consistent.                                |
| <b>Cultural</b>                                           | Being cognisant of the culture base of people in your service area, awareness of cultural safety and knowledge (understanding tikanga Māori, Te Reo Māori) being aware of ethnicity, valuing diversity and being aware of how culture influences behaviour                                                                                                     |
| <b>Member focus</b>                                       | Able to discover, understands, and meets needs of members, gives customers priority and responds quickly to member concerns, build positive member relationships, does not let internal organisational issues or personal feelings to interfere with member service.                                                                                           |
| <b>Communication and teamwork</b>                         | Relates well to people verbally and in written form, build rapport with all levels inside the organisation, listens well, works collaboratively with others, and is organisationally sensitive, handles conflict while preserving rapport, works well with a diverse workforce, ability to understand and adhere to good file and record management practices. |
| <b>Problem solving &amp; Planning and organising work</b> | Able to define problems and find causes, devises workable solutions, demonstrates the ability to work within timelines and organisational structures to complete assigned tasks or projects, plans and organise works in an efficient manner.                                                                                                                  |
| <b>Results orientation</b>                                | Exhibits commitment to goals and constantly delivers results, demonstrates personal initiative and independent motivation to achieve goals and objectives.                                                                                                                                                                                                     |



## Tōpūtanga Tapuhi Kaitiaki o Aotearoa NEW ZEALAND NURSES ORGANISATION

*These values capture the intention of NZNO staff to model union and professional principals of working co-operatively towards shared goals*

***NZNO staff refers to both management and non-management staff of NZNO***

### **Teamwork**

- ✓ We value diversity in our staff and recognize each other's strengths
- ✓ We ask for and provide support to each other including to meet work deadlines
- ✓ We identify, acknowledge, and celebrate achievements
- ✓ All staff are equally important to the success of NZNO
- ✓ We take and create opportunities to contribute to timely and informed decision making.

### **Professionalism**

- ✓ We reflect on the Treaty of Waitangi implications of our work
- ✓ We reflect on the gender implications of our work
- ✓ Communication is timely and constructive with solutions offered with concerns that are raised
- ✓ We take and create opportunities to develop skills and competencies for ourselves and others
- ✓ We treat others with courtesy.
- ✓ We work to plans that enable us to achieve priority work within paid hours
- ✓ We come prepared to meetings and use the time constructively

### **Accountability**

- ✓ We test our actions by asking "what would members think"
- ✓ We take and create opportunities to strengthen the participation of members within the organisation and on behalf of the organisation
- ✓ We use our resources, including others' time, wisely and efficiently
- ✓ We take responsibility for our actions and decisions

### **Safety**

- ✓ We treat each other with respect, consideration, sensitivity, and fairness
- ✓ We commit to making a safe environment
- ✓ All staff are supported to take regular leave
- ✓ Workloads and goals shall be achievable and measurable
- ✓ We share our experience within a learning environment