

Who We Are - Ko wai mātou

The Privacy Commissioner is an independent Crown entity established under the Privacy Act 2020 as New Zealand's privacy regulator with an economy-wide focus.

Our purpose is to ensure privacy is a core focus for agencies in order to protect the privacy of individuals, enable agencies to achieve their own objectives, and safeguard a free and democratic society.

We advocate and advise on matters relating to privacy, examine new legislation and initiatives for impacts on privacy, undertake independent inquiries into privacy issues, investigate and conciliate complaints about alleged breaches of privacy, and have a compliance and enforcement function. The Commissioner also has due regard for the protection of important human rights and social interests that compete with privacy, and of international obligations accepted by New Zealand.

Our system outcomes

- Individuals are more confident that their privacy is protected.
- Agencies can better achieve their own objectives through respecting the privacy rights of New Zealanders.
- The right to privacy and the protection of personal information is valued in New Zealand.

Our values



Our objectives

- We work in partnership with Māori to take a te ao Māori perspective on privacy.
- We engage and empower people and communities who are more vulnerable to serious privacy harm.
- We set clear expectations to provide agencies with greater certainty about their responsibilities.
- We promptly use our full range of investigation and compliance powers to hold agencies accountable for serious privacy harm.

Position Title:	Senior ICT Support Analyst Kaitātari Tuakana - Tautoko Hangarau Mōhiohio
Reports to:	Corporate Systems and Information Lead
Location:	Wellington
Date Issued/Reviewed:	April 2026

Role Purpose - Ko te tūranga

The Senior ICT Support Analyst plays a crucial role in maintaining and enhancing ICT support services, providing expert-level troubleshooting to end users, internal and external, and ensuring seamless IT operations.

Working collaboratively with third-party service providers, the Senior ICT Support Analyst resolves technical issues, and supports the reliability and security of ICT services. This position is responsible for leading or supporting ICT projects and initiatives, driving system improvements, staff training, onboarding, and upskilling to empower employees to effectively utilise technology in their daily operations. Additionally, the position involves identifying opportunities for innovation, implementing best practices, and continuously improving ICT processes to align with business objectives.

Principal Accountabilities - Takohanga tuhinga o mua

Key Function	Accountabilities
ICT End User Support	Provide technical support to internal and external users across the organisation's digital platforms and communication technologies, including for: <ul style="list-style-type: none"> • Endpoint computing • Applications • Collaboration and communication tools • Digital workflow automation • Enterprise content and record management • Identity and access management • Mobile device management • Remote access technologies • Printing and scanning
	To facilitate and assist with virtual meetings, consultations, and webinars.
	To provide a highly responsive service to organisations and users within the office's e-learning platform.
	To provide ICT onboarding/offboarding, training, and knowledge-sharing sessions for staff to enhance their ICT capability, and to meet business requirements.

Key Function	Accountabilities
	<p>Act as the primary point of contact for ICT issues, escalating unresolved issues to third-party providers and following up to ensure resolution.</p> <p>To work closely with corporate services and other business teams to ensure smooth ICT operations.</p> <p>To document and maintain user guides and training materials.</p>
ICT System Support	<p>To support and contribute to the administration and maintenance of ICT infrastructure in collaboration with third-party service providers.</p> <p>To maintain security, integrity, and compliance standards across ICT systems and processes.</p> <p>To actively contribute to building internal ICT knowledge, capability and capacity.</p> <p>To document ICT processes, procedures, system configurations, and asset inventories.</p> <p>To identify, assess and implement technology improvements to better align with business needs.</p>
ICT Projects	<p>Lead or support the delivery of ICT projects and initiatives, ensuring outcomes are delivered on time, within scope, and aligned with business needs.</p> <p>Coordinate with third-party providers and internal stakeholders to plan, track, and deliver project activities, ensuring clear communication and accountability throughout.</p> <p>Support system implementation, testing, and deployment, and ensure all project documentation, configurations, and user guidance are completed and maintained.</p>
Delivery	<p>Work with minimal direction, confidently taking ownership of new, complex, or unfamiliar tasks and seeing them through to completion.</p> <p>Maintain proactive and regular communication with the reporting manager, working to agreed objectives and providing timely, clear updates on progress, risks, and outcomes.</p> <p>Lead multiple pieces of work concurrently, effectively prioritising tasks based on business impact and urgency, and managing workload to meet agreed deadlines.</p> <p>Take ownership of assigned tasks and outcomes, ensuring delivery to agreed standards of quality, timeliness, and professionalism, with minimal follow-up required.</p> <p>Proactively identify and escalate risks, delays, or issues in a timely manner, providing clear context and recommended solutions.</p> <p>Ensure tasks and deliverables are completed with appropriate attention to detail and accuracy, minimising rework and errors.</p>
Other Responsibilities	<p>Alert the Commissioner and/or Manager, Corporate Systems and Information in a timely manner to any significant issue that might adversely impact the progress of any work or may be of wider significance or concern to the Commissioner's office.</p> <p>To undertake any other duties as reasonably required by the Commissioner or Manager, Corporate Systems and Information.</p>

Key Function	Accountabilities
	Develop a working knowledge of the Privacy Act 2020 and related legislation, to contribute to the Commissioner's ICT technologies and their application and use, being privacy compliant.
	Manage day-to-day relationships with external ICT providers, ensuring services are delivered to agreed expectations and issues are actively followed through to resolution.
	Maintain productive working relationships with the Commissioner's staff and to contribute as a team member to the wider objectives of the Commissioner's office.
	Demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori.
	Create and maintain accurate records of work to meet the Commissioner's business and statutory requirements. Maintain the secrecy requirements of all staff as set out in section 206 of the Privacy Act 2020.
Health, Safety and Wellbeing	Comply with all reasonable instructions regarding wellbeing, health and safety policies and processes and the Health and Safety at Work Act 2015.
	Take reasonable care to ensure that in the performance of their employment they do not undermine their own wellbeing, health and safety or that of any other person.
	Work in a safe and responsible manner, ensuring incidents, accidents, hazards or near misses are promptly reported.
	Seek assistance from your manager, HR or EAP if wellbeing at work is compromised to a level of personal concern.

Working Relationships

Internal	<ul style="list-style-type: none"> • Manager, Corporate Systems and Information • General Manager • Corporate Services Team • All other managers and staff
External	<ul style="list-style-type: none"> • Third-party ICT stakeholder partners • Other specialist ICT providers/vendors • Agencies with similar ICT requirements

Delegations

Human Resources	Nil
Capital Expenditure	Nil
Current Expenditure	Nil
Limits on Authority	<ul style="list-style-type: none">• No statement is to be issued to the news media or any information released to the general public without the prior approval of the Privacy Commissioner.• Any significant departure from approved or accepted work practice or procedure is first to be discussed and agreed with the General Manager or Privacy Commissioner.• There is no authority to enter into any ongoing contract that may in any way be binding on the Privacy Commissioner, without the prior approval of the Commissioner or the General Manager.

Experience, Skills and Competencies - Tohu, Pūkenga me Ngā Wheako

Experience & Qualifications

- A qualification in ICT or a related field (certificate, diploma, or degree preferred).
- 5+ years of experience in an ICT support or technical role.
- Proven ability to provide high-quality end-user support in a dynamic environment.
- Experience working with cloud-based platforms, collaboration tools, content management systems, and endpoint management solutions.
- Strong understanding of ICT security, privacy, and compliance considerations.

Technical & Professional Skills

- Strong technical troubleshooting and problem-solving skills.
- Experience supporting remote work environments and virtual collaboration tools.
- Ability to assess, recommend, and implement technology solutions aligned with business needs.
- Knowledge of ICT infrastructure, including networking, cloud services, and security practices.
- Strong documentation skills, with experience creating user guides and technical documentation.

Personal Attributes & Competencies

- **Customer-Focused:** Passionate about providing excellent support and enhancing user experience.
- **Communication Skills:** Ability to communicate complex technical concepts in simple terms.
- **Collaboration & Teamwork:** Works well in a team and engages effectively with stakeholders.
- **Strategic Thinking:** Looks beyond immediate technical issues to assess broader system improvements.

- **Adaptability & Innovation:** Thrives in a changing environment and proactively suggests improvements.
- **Self-Management:** Highly organised, able to prioritise multiple tasks, and work independently.
- **Cultural Competence:** Demonstrates an understanding of Te Ao Māori and cultural diversity.

Competencies

The general competencies required for the role are listed below, mapped against the five core values of the Commissioner's office (respect, integrity, independence, innovation and excellence).

Competency	OPC Values	Description
Professionalism	Independence Integrity Respect	Upholds integrity, discretion, and professionalism in all interactions.
Communication	Integrity Respect	Communicates clearly and effectively in written and verbal formats.
Technology	Excellence Innovation	Adapts to new technologies quickly and uses ICT tools effectively.
Self-management	Excellence Innovation	Manages workload independently, prioritising tasks efficiently.
Relationship management	Excellence Integrity Respect	Builds strong relationships with internal and external stakeholders.
Innovation and Adaptability	Excellence Innovation	Seeks and implements new ways to improve ICT services and processes.