

Position description

Mātanga Whakahaere | Application Support Specialist

Te Rautaki a NZCER 2021–2025

Ko te kaupapa o te mātauranga, he whakatipu ākonga, he whakatinana i ngā pūmanawa, he hāpai hoki i te oranga nui o te hapori.

Te kaupapa

Ko te pūtake o tō mātou kaupapa, ko te 'whakatere tōmua', arā, he kaiwhakatere mātou e rapu ana i ngā ara hou. He whakatere tōmua tā mātou mahi. Ko te pūtake o ā mātou mahi, he kimi i ngā ara e whiwhi ai ngā kaiako, ngā ākonga me ngā whānau ki ngā hua nui me ngā putanga whaihua o te ao mātauranga – mā te rangahau, mā ngā rauemi me ngā ratonga.

He umanga motuhake mātou i raro i te ture, e mahi ana mō te painga o te iwi whānui i te ao mātauranga.

I whakatūria te NZCER i te tau 1934 nā te pūtea tautoko o te Carnegie Corporation. I te tau 1945, ka tū mātou hei umanga motuhake i raro i te Ture o te New Zealand Council for Educational Research Act 1972. Koia nei ā mātou mahi i raro i te Ture: (a) He hāpai i ngā akoranga me te mahi rangahau e pā ana ki ngā take o te ao mātauranga, o ngā kaupapa whaipānga hoki, ā, me whakarite, me whakaputa hoki i ngā pūrongo e pā ana ki ēnei take i te wā e tika ana ki a mātou, hei painga kē rānei mā ngā kaiako me ētahi atu tāngata (b) He whāngai i ngā mōhiotanga, he

NZCER Strategy 2021–2025

Education is about nurturing ākonga, realising potential, and helping communities thrive

Purpose

Our purpose centres on whakatere tōmua / wayfinding. Whakatere tōmua is our mahi. Our purpose—through research, resources, and services—is to find ways for kaiako, ākonga, and whānau to have the best possible education experiences and outcomes.

We are an independent statutory body that works for public good in education.

NZCER was established in 1934 with philanthropic funding from the Carnegie Corporation. In 1945, we became an independent statutory body, and we operate under the New Zealand Council for Educational Research Act 1972. The Act sets out our official functions: (a) to foster the study of, and research into, educational and other like matters, and to prepare and publish such reports on these matters as may in its opinion be necessary or of value to teachers or other persons (b) to furnish information, advice, and assistance to persons and organisations

tāpae kōrero, he āwhina hoki i ngā tāngata me ngā whakahaere e arotahi ana ki te ao mātauranga me ōna take.

Te Tiriti o Waitangi

Hei tā Te Tiriti o Waitangi, me kite ngā putanga rite tahi mā te Māori, hei Māori, i roto i tō tātou ao mātauranga. He whare rangahau, he whare whakawhanake kaupapa mātou, e ū pūmau ana ki te whakatutukinga o Te Tiriti o Waitangi. Kei te whakanui mātou i te reo Māori me ōna tikanga, waihoki ko te tuakiri Māori, i roto i ā mātou mahi katoa.

Ngā whāinga tōmua

Mā ā mātou whāinga tōmua, ka tutuki tō mātou kaupapa.
E whā ngā whāinga tōmua me ngā mahi hei whakatutuki.

Te whakakorenga o te mahi tāmi i te ao mātauranga

Ko tā tēnei whāinga tōmua, he whakawhanake i ngā ara mahi e whakakore atu ana i te mahi tāmi i te ao mātauranga.

E hāpai ana i te mana o te Māori, e whakamana ana i te Māori

E taunaki ana tēnei whāinga tōmua i te mōtika o te Māori ki te ako, hei Māori anō.

He whakapiki ake i te noho taurite o ngā ākonga me ngā tikanga taurite i te ao mātauranga

Ko te kaupapa o tēnei whāinga tōmua, he kimi i ngā ara hei whakatinana i ngā pūkenga, i ngā tūmanako me ngā wawata o ia ākonga.

concerned with education and other similar matters.

Te Tiriti o Waitangi

Te Tiriti o Waitangi requires our education system to achieve equitable outcomes for Māori as Māori. As a research and development organisation, we are committed to honouring Te Tiriti o Waitangi. We value the importance of Māori language, culture, and identity in all our practices.

Strategic priorities

Our strategic priorities help us achieve our purpose.
We have four strategic priorities and associated actions.

Decolonising education

This strategic priority is about developing decolonising approaches in education.

Upholding mana Māori, whakamana Māori

This strategic priority is about advocating for the right of Māori to learn as Māori.

Improving equity for ākonga and equity in education

This strategic priority is about finding ways to realise the strengths, hopes, and dreams of every ākonga.

Te tū hei pou whakaawe i te ao mātauranga o āpōpō

Ko te ngako o tēnei whāinga tōmua, ko te tū hei kaikōkiri whakaaro e pā ana ki ngā kokenga whakamua o te ao mātauranga o āpōpō.

Ngā uara

E tāraia ana tō mātou waka e ō mātou uara me ngā āhukatanga e atawhaitia ana e mātou.

He mea nui ki a mātou te tū motuhake; te pono; te auahatanga; te mahi ngātahi me te rangatiratanga. E atawhaitia ana ēnei āhukatanga e te:

Whanaungatanga

Ka atawhai mātou i ō mātou hononga me ngā pātuinga tau utuutu

Manaakitanga

Ka whakamana mātou i te tangata, ka manaaki, ka atawhai hoki i a ia.

Ako

He mea nui te ako, ā, kei te ako haere hoki mātou

Influencing the future of education

This strategic priority is about leading thinking to navigate our potential futures in education.

Values

Our values shape our culture and what we care about.

We value motuhake—our independence; pono—strong ethics; auahatanga—creativity and innovation; mahi ngātahi—collaboration; and rangatiratanga—leadership. Paramount to these are:

Whanaungatanga

We value relationships and reciprocal partnerships.

Manaakitanga

We respect others and treat them with generosity and care.

Ako

We value learning and are also on this journey.

The NZCER Strategy text above will be updated as and when the strategic document is updated.

Purpose of role

The Mātanga Whakahaere | Application Support Specialist is a member of NZCER's Professional Services team. We provide technical and advisory support on the use of NZCER's assessment tools and other applications/services to a range of customers across the education sector.

A Mātanga Whakahaere | Application Support Specialist will engage with customers to resolve queries and provide advice to education sector clients on using our education assessment tools and other NZCER applications/range of services. The Mātanga Whakahaere | Application Support Specialist plays a crucial role in investigating and escalating technical issues, the development and testing of new features and products/services, and ongoing improvement of existing products/services. The Professional Services team works closely with our IT partners (Catalyst) and NZCER's subject matter experts and statistician/psychometric teams.

Key accountabilities

- Develop and maintain expert user knowledge of NZCER Online platforms, systems, and products.
- Work with new and existing customers to support positive and effective use of our products and Assist platform.
- Build knowledge and understanding of how NZCER's assessments and surveys work so this can be applied and communicated through interactions with customers and via our online knowledge base.
- Connect schools with a range of advisory services and specialist product knowledge as needed.
- Work with internal and external teams to identify, investigate, and resolve issues.
- Contribute to the development and testing of Assist platform enhancements and new products.
- Contribute to development of support, advisory and assessment/survey products which facilitates the achievement of equitable outcomes for Māori and supports others to do the same.
- Contribute to internal and external reporting as required.

Knowledge, skills, and abilities

A Mātanga Whakahaere | Application Support Specialist will have the following knowledge, skills and abilities.

- Customer-centric disposition, and experience in Customer Service e.g., call centre would be an advantage but not required as full training is provided.
- Teaching experience and/or experience in providing support to the education sector.

- Confidence with data analysis and the interpretation of results.
- Experience in working with online technologies and web platforms.
- Capacity to communicate effectively with the kaiwhakaako/educator audience, both orally (including good te reo Māori pronunciation) and through writing.
- Interest in and appreciation of the education sector
- Ability to learn quickly yet be careful and accurate in the work completed.
- Interest in assessment data and an appreciation of the possibilities and limitations inherent in data collection and analysis.
- Experience working with Māori, with Māori data, and in Māori contexts or Māori-centred projects.
- An affinity for kura/schools, organisations, and kaiwhakaako/educators, including an understanding of barriers to collecting and making use of meaningful data.
- Appreciation of the possibilities involved in using technology for assessment and surveys.
- Capacity to complete sometimes repetitive communication and testing tasks.
- An eye for identifying process improvement opportunities.

Personal attributes

At NZCER we expect our staff to behave in ways that are consistent with our values and established ways of working.

In addition, all staff must be able to demonstrate the following:

- an ability in, and a desire to improve, te reo Māori proficiency
- a commitment to the principles of Te Tiriti o Waitangi and upholding mana Māori in our work
- respect for others and valuing of diversity
- an orientation towards continuous improvement to systems and processes
- personal desire for ongoing learning and development
- an ability to collaborate and effectively work together with others in teams
- personal and professional integrity.