

Position Description

Mātanga Whakahaere | Application Support Specialist

Te Rautaki a te Rangahau Mātauranga o Aotearoa | NZCER Strategy 2025–2029

Te Matakite

He reo hautū mō te mātauranga i Aotearoa, e whakaumu nei i te rangahau, i ngā kaupapa here, me ngā tikanga whakaako kia puta ai he hua tautika, kairangi hoki mō ō tātou whānau me ō tātou hapori.

Vision

A leading voice for education in Aotearoa, transforming research, policy, and teaching practice to realise equitable and excellent outcomes for learners, whānau, and communities.

Te Tiriti o Waitangi

E noho ana Te Tiriti o Waitangi (1840) hei kahupapa mō te mahi a te Rangahau Mātauranga o Aotearoa

E noho ana Te Tiriti o Waitangi, he mea waitohu e ngāi Māori me te Karauna, hei kahupapa mō ā mātou mahi i te Rangahau Mātauranga o Aotearoa. E ū ana mātou ki te hāpai i ngā haepapa o te kāwanatanga me te tino rangatiratanga i roto i te rāngai mātauranga.

Te Tiriti o Waitangi (1840) underpins the work of Te Rangahau Mātauranga o Aotearoa | NZCER

Te Tiriti o Waitangi, signed between Māori and the Crown, underpins our work at NZCER. We are committed to upholding the relational responsibilities both of kāwanatanga and of tino rangatiratanga within the education sector.

Ngā whakaarotau rautaki

Mā ā mātou whakaarotau rautaki ka tutuki tō mātou kaupapa. Ka whakamāramatia e mātou tō mātou tū, tō mātou arotahi rautaki, me tō mātou tū i roto i ia whakaarotau rautaki, o ngā mea e rima.

- Te whakapiki i te tautika i roto i te mātauranga
- Ka noho ngā awhero mātauranga o te iwi Māori hei punga mō ā mātou mahi
- Te whakapakari i te aromatawai mō te ako
- Te tō mai i te mātauranga iwi taketake ki waenga pū i te mātauranga
- Te whakaumu i te mātauranga i tētahi ao hou

Strategic Priorities

Our strategic priorities help us achieve our purpose. We describe our position, strategic focus, and our approach in each of the five priorities.

- Improving equity in education
- Māori educational aspirations anchor our work
- Strengthening aromatawai and assessment for learning
- Centring Indigenous knowledge in education
- Transforming education in a changing world

Ngā Uara

Te Tika—e mahi ana mātou i ngā mea e tika ana mā te piri ki ngā tikanga rangatira, ki te tōtika, me ngā uara e puritia ana e te katoa

Te Pono—ka kōrero mātou i te pono, ka whai i te pono, ā, ka whiria ngā tirohanga katoa

Te Whanaungatanga—he mea hira ki a mātou ngā hononga, me ngā pātuitanga tauawhiawhi

Te Manaakitanga—ka whakarangatira mātou i ētahi atu me te manaaki, te tiaki hoki i a rātou

Te Ako—e piri ana mātou i te kī, kāore he mutunga o tēnei mea te ako.

Values

Tika—we do what is right by acting with integrity, fairness, and shared values

Pono—we are honest, seek truth, and consider all perspectives

Whanaungatanga—we value relationships and reciprocal partnerships

Manaakitanga—we respect others and treat them with generosity and care

Ako—we nurture a culture of ongoing learning.

Position Description

Mātanga Whakahaere | Application Support Specialist

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.
- commitment to the articles of Te Tiriti o Waitangi and upholding mana Māori in our work.
- respect for others and valuing diversity.
- an orientation towards continuous improvement to systems and processes.
- personal desire for ongoing learning and development.
- recognition of the value of team effort; sensitivity to the needs and opinions of other team members.
- a willingness to work in accordance with NZCER's Code of Conduct.
- personal and professional integrity.