



Position description

Application Support Specialist

Te Rautaki a NZCER 2017–2021

Mā te mātauranga e taea ai e ia ākongā o Aotearoa te kite i ō rātou pūmanawa kia ea ai ō rātou wawata.

Tō mātou kaupapa

Ka whakaawe te ao mātauranga e NZCER. Ko mātou ngā kaiarataki i te mahi rangahau, i te whanaketanga o ngā rākau āwhina me te tuku ratonga e kōkiri ana i ngā akoranga tōtika kia puta mai ai ngā hua tōtika i ngā mahi kaupapa here me ngā wāhi mahi.

I whakatūria te NZCER i te tau 1934. E tū motuhake ana a NZCER hei whare rangahau, hei whare whakawhanake i raro i tāna ake ture. Ko ngā mātāpono o te Tiriti o Waitangi te tūāpapa o ā mātou mahi, mā konā e hāpaitia ai te mana Māori i roto i ā mātou kaupapa mahi, i ngā hononga me ngā tikanga mahi.

Ka tōia mai ngā mātauranga o mua, ka kuhu atu hoki mātou ki ngā mahi mātauranga o nāianei, hei tārai i te ao mātauranga o āpōpō. Kei raro i te Ture o NZCER 1972, kei te kawē, kei te tuku atu hoki mātou i ngā momo rangahau mō te ao mātauranga. E tū motuhake ana mātou ki te tāpae pārongo, ki te tuku whakaaro me ngā momo ratonga āwhina ki te iwi whānui.

NZCER Strategy 2017–2021

Education in Aotearoa New Zealand should enable every learner to discover their potential and realise their aspirations.

Our purpose

NZCER inspires education. We play a leading role in research, developing tools, and providing services that drive effective learning and positive change in policy and practice.

Established in 1934, NZCER is an independent research and development organisation, operating under its own legislation. We use the principles of the Treaty of Waitangi as the founding document of Aotearoa to help us uphold mana Māori in our work, relationships, and ways of working.

We draw on a rich heritage of, and play an active part in, shaping the future of education. The NZCER Act 1972 provides us with a mandate to carry out and disseminate education research, and provide independent information, advice, and assistance.

Ō mātou uara

Mā ēnei uara, ā mātou mahitahi ki ētahi atu, ō mātou whanonga me ō mātou whakataunga e arataki.

Te tū motuhake

Nā ngā taunakitanga tōtika e hāngai ana, e whai mana ana ā mātou kōrero.

Te mahi ngātahi

Ka mahi ngātahi mātou ki ngā rōpū whai pūkenga kē, kia tino whai hua ngā mahi.

Te auahatanga

Mā ā mātou rangahau, ā mātou rākau āwhina me ā mātou ratonga te ao mātauranga o āpōpō e tārai.

Te ngākau pono

Nā ō mātou pūkenga me ō mātou mātāpono tōtika e tutuki ai ā mātou kaupapa i te wā tika, i roto hoki i te ngākau pono.

Our values

Our values guide how we work with others, our behaviours, and decision making.

Independence

We use robust evidence to speak with confidence and authority.

Collaboration

We work with complementary expertise to achieve greater impact.

Innovation

Our research, tools, and services help shape the future of learning and education.

Integrity

We use our expertise and strong ethical principles to deliver work that is timely and trusted.

Purpose of job

The Application Support Specialist is a member of NZCER's Professional Services team. We provide support on the use of NZCER's assessment tools and other applications/services to educational professionals across the education sector. Our priorities are guided by the NZCER Strategic Plan and underpinned by our values. We uphold mana Māori in all that we do.

In this role, the Application Support specialist will respond to queries and provide advice to education sector clients on using our education assessment tools and other NZCER applications/range of services.

Key tasks

1. An Application Support Specialist is expected to provide support by

- being independently competent in all aspects of the day-to-day activities involved in providing support services for NZCER tests and surveys
- working with internal/external support teams to identify and resolve issues as needed.
- helping schools understand the most efficient systems for capturing and entering assessment data
- assisting schools with setting-up assessments
- logging bugs as identified with the IT team and follow through with checks and communications back to schools and organisations as required
- maintaining logs of user feedback and new ideas received to inform future development
- testing application enhancements/developments
- uploading/downloading student data
- building knowledge and understanding of how NZCER's assessments work so this can be applied and communicated.

2. Other duties

- Other agreed tasks as required

3. Health and Safety

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given by NZCER (the PCBU) to allow NZCER to comply with the law.
- Cooperate with any reasonable policy or procedure of NZCER relating to health or safety at the workplace.

Experience, knowledge and skills

- 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 an advantage.
- Have 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.
- 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:

- commitment to the principles of the Treaty of Waitangi and upholding mana Māori in our work
- respect for others and valuing diversity
- an ability in, and/or a desire to improve, te reo Māori
- 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
- personal and professional integrity.

Scope of Role

Reports to: Manager Professional Services	Direct Reports: Nil
Band Range: C/D/E	Dimension Fixed term – 12 months