



TaurangaCity

Job description

Title	Digital Platforms and Applications Manager
Number	
Group	Chief Operating and Financial Office
Division	Digital Services
Reports to	Service Delivery Manager
Direct reports	Digital Platforms Technical Specialist x 2, Senior Applications Support Specialist (x2), Application Support Specialist (x3)
Date	13/01/2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

Job purpose

The Digital Platforms and Applications Manager leads the Level 2 and Level 3 Application Support function and is accountable for the operational stability, technical integrity, lifecycle management and continuous improvement of Tauranga City Council's enterprise application environment. The role provides people and technical leadership across SAP and other business-critical applications and digital platforms, ensuring services are secure, reliable, well integrated and responsive to organisational needs. It works closely with the Service Desk, delivery teams, architecture, system owners and support partners to ensure effective service performance, operational handover, risk management and long-term platform sustainability.

Key outcomes

Services and Support	• Lead L2 and L3 support processes to deliver agreed service levels, maintain support knowledge, and improve service quality in line with organisational needs. • Regularly review, maintain, and enhance knowledge base articles to support self-service and efficient incident resolution, and provide quarterly updates on knowledge base quality and coverage. • Identify opportunities to improve processes, reduce ticket volumes, and enhance service quality.
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	• Work with delivery teams to ensure new or changed services are transitioned with the documentation, knowledge and support models required for effective ongoing operation. • Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. • Work collaboratively with delivery teams to feed back customer or application bugs, defects and enhancements • Work closely with Service Desk (L1) support to ensure quality communication and seamless transition of work between teams • Ensure applications maximise value from existing investment and support scalable growth • Proactively identify and manage platform risks and dependencies • Ensure applications meet service and performance SLAs and customer expectations Partner with Project Managers and Delivery Managers to ensure high-quality solution design and execution
Platform Ownership and Technical Governance	• Define and maintain lifecycle roadmaps for enterprise applications and digital platforms, working with architecture, operations, vendors and business stakeholders. • Ensure platforms are secure, supported, resilient and aligned with enterprise architecture standards. • Oversee platform patching, upgrades, technical debt management and vendor-supported lifecycle activities. • Maintain current platform documentation, configuration and support models, working with vendors and managed service providers to maximise performance and value.
Customer Experience and Stakeholder Management	• Build trusted relationships with Digital Services leaders, business stakeholders, vendors and support partners to understand needs, communicate performance and improve service outcomes. • Deliver effective and efficient L2 & L3 customer service functions to the wider organisation.

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	• Provide clear reporting and insights on platform performance and investment • Ensure support interactions and platform improvements are professional, customer-focused and aligned to business priorities. • Ensure platforms improve customer experience and service delivery outcomes
Lead the Digital Platforms and Applications team effectively	• Lead the Digital Platforms and Applications team by setting clear objectives, building capability, managing capacity and supporting team members to work effectively across Digital Services. • Support team members to overcome roadblocks, work well with other teams and ensure consistency. • Provide technical leadership across TCC's enterprise applications, digital platforms and integration services, ensuring solutions remain secure, scalable, supportable and aligned to business requirements. • Foster a culture of collaboration, knowledge sharing and continuous improvement to deliver better outcomes for TCC. • Ensure team transfer knowledge to Service Desk staff as needed, to ensure they are well-equipped to handle issues.

The job description is not an exhaustive list of requirements; the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• A business degree or Information Technology degree or equivalent experience. • Experience in leading customer services, account management, ITIL or best practice Digital Services service processes; in particular, Service Management business practices. • 8 + years' experience providing ERP/SAP technical and functional support and providing implementation and support for SAP modules (C/4 Hana; S/4 Hana or SuccessFactors, integration layers, Basis). • ITIL Foundation certifications • Proven experience in the use and support of SAP and Microsoft systems. • Excellent communication and customer service skills. • Agile and waterfall delivery experience, e.g. Scrum, Lean, Six Sigma, scaled agile framework etc.

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- Experience working with Agile tools, such as Azure DevOps (beneficial)

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections