



TaurangaCity

Job description

Title	Digital Platforms Technical Support Manager
Number	New
Group	Corporate 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 (x2)
Date	17/05/2026

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 Defense responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

This role is responsible for technical ownership, performance, and continuous improvement of digital platforms, ensuring they are secure, scalable, and well-integrated.

The role provides technical leadership support across platform design, operations, and governance, ensuring platforms deliver reliable functionality to assist organisational outcomes. The role sits at the intersection of technology leadership, service delivery, and enterprise transformation, ensuring platforms directly support Councils strategic outcomes.

Key outcomes

Platform Strategy and Technical Leadership	• Define and execute ERP/SAP and digital platform roadmaps for lifecycle initiatives, aligned to enterprise architecture and business priorities • Provide technical leadership across SAP (S/4HANA, SuccessFactors, integration layers, etc.) and adjacent platforms
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	• Drive modernisation (cloud adoption, integration strategy, API enablement, automation) • Ensure platforms maximise value from existing investment and support scalable growth • Act as the senior technical escalation point for critical platform issues
Service Delivery and Operational Excellence	• Lead end-to-end platform operations, including monitoring, incident, problem, and change management • Ensure platforms meet service and performance SLAs and customer expectations • Establish and enforce platform standards, patching, lifecycle management, and support models • Drive root cause resolution and continuous service improvement • Ensure effective integration with ITSM processes and support partners
People Leadership and Capability Development	• Lead, mentor, and develop platform specialists • Build capability across ERP, integration, cloud, and digital engineering disciplines • Support the fostering of a culture of accountability, collaboration, and continuous improvement • Align team capacity and skills to delivery pipeline and strategic priorities
Delivery Enablement (Projects and Change)	• Partner with Project Managers and Delivery Managers to ensure high-quality solution design and execution • Oversee and ensure technical design, architecture alignment, and release readiness • Enable agile and hybrid delivery methodologies across platform teams with solutions which are fit-for-purpose, scalable, secure, and supportable
Governance, Risk and Compliance	• Ensure adherence to security, privacy, and regulatory requirements • Lead platform governance forums and reporting (risk, performance, roadmap) • Maintain high-quality technical documentation, standards, and audit readiness • Proactively identify and manage platform risks and dependencies

	• Technical documentation is complete and concise. • Solutions and applications adhere to TCC policies and processes.
Stakeholder Engagement and Business Alignment	• Build trusted relationships with the Digital Services leadership and key stakeholders • Translate business needs into technology-enabled solutions • Provide clear reporting and insights on platform performance and investment • Ensure platforms improve customer experience and service delivery outcomes
Application Services.	• Proactively oversees and reviews standards and guidelines. • Repairs are of a high standard and address root cause. • Applications remain up to date and to the most appropriate patch level. • Relevant information on issues/concerns is conveyed in a timely manner to the Product owner and within the business as may be appropriate. • Effective, collaborative and trusted relationships with internal and external customers and stakeholders are built and maintained. • Technical specifications including requirements, systems design, configuration, and integration points are well documented.

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
• Tertiary qualification to degree level in Information Technology or an equivalent level of learning gained through experience. • 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). Enterprise integration (APIs, middleware, cloud platforms) • Proven leadership of technical teams and managed service providers in a government organisation or equivalent customer facing industry. • Demonstrated experience delivering large-scale digital or ERP transformation programmes

- Agile and waterfall delivery experience, e.g. Scrum, Lean, Six Sigma, scaled agile framework etc.
- Experience working collaborative way with team members and taking on cross-functional and technical duties.
- 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