

RAMM Technician

To lead and support the use and data maintenance of the Roding asset systems, primarily RAMM and RAMM Contractor. The role is primarily office based to maintain datasets, analyse and report data with the potential to undertake some field based activities.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

RAMM Technician – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Provide general user support and training for the use of RAMM for reporting, data lookup and analysis staff and contractors.
- Develop partnerships and a close working relationship with Roding's Senior Asset Engineer to deliver a co-ordinated and effective asset management service.
- Undertake system administration tasks, including liaising with RAMM Software Ltd for upgrades, logins and security.
- Where appropriate, develop policies and procedures and ensure all current process and procedures for the management of roading data and information are up-to-date.
- Ensure the Database Operations Manual is current.
- Assist in the development and management of process documentation.
- Contribute to Roding's monthly and quarterly reports.
- Input and review data in the Roding asset data systems to ensure accuracy.
- Develop and run queries to export data for analysis and reporting purposes
- Liaise with internal and external data providers to determine status of data.
- Manage the collection and processing of asset data for Council owned assets constructed by private developers.
- Prepare and run routine reports on monthly, quarterly and annual basis.
- Provide input into the development of the Northland Transportation Alliance to ensure its success.
- Support local and regional plans and programmes to deliver the greatest region-wide benefit.
- Improved decision-making and achievement of delivery efficiencies through more cohesive, joined-up thinking and active collaboration.
- Active involvement in regional initiatives.
- Liaison with other teams, business units and external organisations, including regulatory authorities as required.
- Working effectively with contractors, suppliers and professional service providers.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Experience with the use of RAMM software including RAMM Contractor is preferable
- Effective problem solving ability
- Commitment to quality and continuous improvement
- Proven interpersonal skills and able to obtain collaboration and cooperation.
- Effective communicator – both verbally and written
- Ability to present and communicate information and data to co-workers and management
- Attention to detail
- Clean New Zealand driver's licence
- Strong customer service focus.

Additional Information

Financial responsibilities – Nil

Position Grade – 12

Organisation Chart – see below

