



Solution Designer & Developer Position Description

Department/Group:	Information, Communication and Technology/Strategy
Reports to:	Business Improvement Lead
Location:	Municipal Building, Whanganui
Post Number:	EMV 1079
PD Created / Modified:	June 2025

Whanganui District Council Vision

To be an energised, united, and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Solution Designer & Developer** is responsible for provide an in-house consultancy, analysis, development, maintenance, and support service, relating to the provision of appropriate Information Technology solutions.

Key Result Areas

The position of **Solution Designer & Developer** encompasses the following major functions or Key Result Areas:

<i>Key Result Area:</i>	<i>Job holder is successful if:</i>
1. Functional business and data analysis	
<ul style="list-style-type: none">• Communicate and negotiate with clients and affected parties to establish and document business needs and required outcomes.• Designs and implements data models and reports to inform business decision-making.	<ul style="list-style-type: none">• All parties feel that their needs are adequately taken into account and documented.• Data models are clearly reported and display the analysis requirements of the business/

<ul style="list-style-type: none"> Provides actionable insights from structured and unstructured data through analysis and visualisation tools (e.g., Power BI). 	<ul style="list-style-type: none"> Reports use the relevant tools and are visualised effectively
2. Project / Solution / Task management	
<ul style="list-style-type: none"> Manage projects and tasks to implement solution. 	<ul style="list-style-type: none"> Completion within the agreed timeframes Successfully meets the needs of the customer. Project is compliant with the cost structure.
3. Solution development, maintenance, and support	
<ul style="list-style-type: none"> Overall identification and implementation of appropriate technologies to meet customer requirements. Actively investigates and evaluates emerging AI technologies relevant to local government functions (e.g., NLP, machine learning, automation). Proposes and trials practical AI use cases that align with Council goals, policies, or challenges. 	<ul style="list-style-type: none"> Completion within the agreed timeframes Successfully meets the needs of the customer.
4. Application development, maintenance, administration, and support	
<ul style="list-style-type: none"> Within Property & Rating and other applications as required Choose appropriate technology Code application Implement Document processes Provide training and/or training documentation Upskill support staff and/or directly support customers Implement, maintain, and administer TechOne SaaS and Cloud solutions. 	<ul style="list-style-type: none"> Completion within the agreed timeframes Customers are aware of process and functionality available. Customers are confident in utilisation of the application. Modifications, enhancements, and addition of new functionality and processes are implemented in a timely manner to the specified customer requirements
5. Internet solution development, maintenance, administration, and support	
<ul style="list-style-type: none"> Information is made available online Online forms Provision of online services (e.g.: APIs) Consumption of online services (e.g.: APIs) Integration with in-house data and systems (e.g.: P&R) IIS management 	<ul style="list-style-type: none"> Data/Information is available in a user-friendly format Data is collected in a user-friendly format There is minimal disruption for customers Appropriate access to pages, services, and data is consistently available

6. Database development, maintenance, administration, and support	
<ul style="list-style-type: none"> • Understand the business meaning and relationships of the data elements within the organisation. • Design, create, and maintain databases • Expose required data/information as required, limited to the appropriate consumers • Database Administration as required by Business Improvements Lead. 	<ul style="list-style-type: none"> • Databases structures are appropriately defined to allow use of data • Data/Information is readily available • Database users and roles are correctly maintained whilst ensuring data authentication-based security • Data access is correctly implemented • Data integrity is always maintained • There is minimal disruption for customers
7. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group 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 procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
8. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.
9. Emergency Management	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council’s statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.

10. Risk Management	
<ul style="list-style-type: none"> Compliance with Risk Management. 	<ul style="list-style-type: none"> Best practice risk management procedures apply to all projects, contracts, and day to day activities. Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. Risks associated with functions managed and policies being developed are accurately identified, evaluated, and reduced.
11. Health and Safety	
<ul style="list-style-type: none"> Comply with all safe work procedures, policies, and instructions. Report all incidents, hazards/risks, and injuries to supervisors in a timely manner. Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given to you by the PCBU or your Manager. Timely, full, and accurate completion of incidents on the H & S electronic reporting. Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
12. Professional Development and Training	
<ul style="list-style-type: none"> Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> Own training needs are identified through appraisal and training needs analysis. Agreed training programmed/development opportunities are taken up. Knowledge of both management and professional areas remains up to date.
13. Other	
<p>Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.</p>	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none">• Information Services team• Key users• WDC staff• Elected officials	<ul style="list-style-type: none">• ICT service providers (e.g.: Technology One, Datacom)• User Groups (e.g.: NZ P&R User Group)• Other IT professionals• WDC Clients (e.g.: Fire Service – Fire Safety Referral)• Partners (e.g.: QV)• Other Councils• Government departments (e.g.: DIA – Elections, MPI – Food premise registration)

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• A current NZ drivers licence• Relevant Degree and work experience• SDLC• Database development (SQL Server/T-SQL)• Internet technologies (ASP.NET, MVC)• NET Framework (C#)• Business Analysis experience• Windows OS and MS Office• Networking	<ul style="list-style-type: none">• MS Certification• Integration Services• PowerBI• SQL Reporting Services• Team Foundation Server• Visual Studio• Crystal Reports• Record Management Concepts• TechOne SaaS Cloud migration

Variation:

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory

changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

General Manager: _____ Dated: _____