

POSITION TITLE:	Solution Engineer		
GROUP:	Corporate Services	SECTION:	Information & Communication Technology
REPORTS TO:	Team Leader – Technology Solutions		
RESPONSIBLE FOR:	n/a		
FAMILY:	TS3	GRADE:	15
DATE REVIEWED:	August 2025		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region’s precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers’ funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The Solution Engineer will work on technical aspects of system design, implementation and operational support across the software delivery lifecycle and for BAU operations. The key responsibilities of the Solution Engineer are to assist in the Solution Design and Management of HBRC’s Applications, Automated processes, Integrations, Data and Reports with an ability to help design, deploy and manage technology solutions for HBRC.

Work will be delivered in alignment with established frameworks to ensure that technical delivery is conducted in a repeatable and supportable way, delivering business improvement through technology and show casing how technology can enhance business processes. The role will be heavily involved with the technical design and development of integrations, APIs, reports and digital solutions for specific systems or applications to ensure they are appropriate, effective and aligned with ICT architecture, roadmaps, strategies and operational standards. For larger solutions that span the organisation or sector, the role will deliver technical outputs to meet the requirements of technical specifications that are provided.

GROUP AND TEAM GOALS:

Technology Design and Development

The Technology Solutions team ensures that the technology being delivered across HBRC and the wider sector is designed and delivered in a way that is appropriate, effective, aligned with our technical strategies, architecture, roadmaps, and operational standards. The purpose is to ensure our technology landscape is optimised and documented in terms of its:

- Enterprise Architecture
- Data Architecture
- Solution Design
- Development and Integrations
- Emerging Technologies

The Technology Solutions team also ensures that the infrastructure and network services, systems and data is accurate, secure, reliable, scalable as required, and can effectively support staff across HBRC in their roles and in the provision of strategic projects. The purpose is to provide fit for purpose infrastructure solutions and services, to both internal and external users, encompassing:

- Hosting & Storage
- Security, including Cyber
- Technical Resilience, Incident Response and BCP
- Network Management
- Hardware Procurement
- Desktop Management
- Support escalations

The team aims to promote new technologies that are consistent and meet the requirements of future applications and security solutions. Also encouraging technical-related decision making throughout the organisation, empowering key stakeholders.

This team often works with third party vendors and suppliers, as such the team manages infrastructure and hardware budgets, procurement and supplier contracts and relationships.

This team sits within the wider ICT Team, which provides the following role and functions as part of the Corporate Services Group:

- Delivery and support of End User hardware and software services; on-site, remote access and mobile.
- Delivery and support of Telecommunications technologies (landline and mobile telephony, internet and mobile data).
- Development, delivery and support of custom applications and software.
- Development, delivery and support of GIS services and solutions.
- ICT-related professional services; Project Management, Business Analysis, Reporting, Product Enhancement and Development, Procurement, Contract Management.
- Delivery and support of information management services and records management
- Delivery, support and maintenance of core technology infrastructure.
- Actively participate and contribute to the long-term success of Shared Service initiatives within the region.
- Actively participate and contribute to national and regional initiatives, data sharing, joint procurement, cloud computing, standardisation, interoperability.
- Ensure outsourced and managed services are fit for purpose, cost-effective and high value.

JOB SPECIFIC ACCOUNTABILITES

The key responsibilities of the Solution Engineer are to:

Technology Standards

- Contribute to the definition of standards for the ICT domains of applications, integrations and data management. Provide technical expertise and advice to contribute to decisions related to data structures, databases, workflows, integrations and technology platforms.
- Contribute to the frameworks and governance of applications, integrations and data management. Bring a professional and best practice lens to maintain and continuously elevate the standards within ICT's Technology Solutions team.

Process Maturity

- Contribute to the development of good practice frameworks and processes to ensure that technical delivery is conducted in repeatable and supportable way.

Architecture

- Be the lead technical expert in 1 or more technology sub-domains, or will have a sound working knowledge of 3 or more other sub-domains. This expertise will be relied upon to provide decisions and advice about the design or selection of software, middleware and databases.
- Ensure solutions across HBRC's technical environment is designed and delivered to optimize outcomes for HBRC in terms of operational effectiveness, security and alignment to architectural principles

Technology Scouting

- Maintain the currency of your technical knowledge and share new knowledge across the team.

Solution Design

- Provide input into the technical design of digital solutions to ensure they are appropriate, effective and aligned with ICT architecture, roadmaps, strategies and operational standards. For larger solutions that span the organisation or sector, you will deliver technical outputs to meet the requirements of technical specifications that you are provided.
- Bring your skills and expertise with process automation tools, such as: FME, Power Automate and Azure Logic Apps to the role to review implemented processes and propose new architectural designs that follow industry best practice;
Error handling, retry mechanisms, environment variables, alerting / notifications, pipeline deployment and continuous improvement
- Implement new solution designs, either building off existing solutions or developing new ones whilst adhering to ICT's operating model; Architecture review, change management process, sprint planning (Task breakdown and tracking with ICT's ticketing tool), UAT, Business communications, deployment etc.
- Provide architectural design and technology roadmaps for applications supporting Council service delivery.
- Implement Security and Access controls into solutions – leveraging Service Principals with token or certificate based authentication

Technical Delivery

- Work closely with key stakeholders including project managers, suppliers, product owners and customer leads to understand their requirements and translate these into technical specifications.
- Deliver the technical outputs required in these specifications.
- Proactively manage and prioritise your tasks.

- Troubleshoot technical configuration, delivery and implementation issues, to deliver the best outcome.
- Perform system administration functions to ensure the smooth ongoing operation of business applications.
- Develop test plans and guide end-users in their use.
- Deliver Business improvement through the use of technology – incorporating the use of AI into business day-to-day, showing how the organisation can leverage AI to assist with various tasks, develop integrations to assist with reporting requirements, design and create Power BI reports to highlight insights into organisational data etc.
- The ability to shift gears between providing immediate, agile solutions and overseeing comprehensive, strategic initiatives.

Enterprise Architecture

- Complete documentation of current data, applications, system performance, and capacity to feed into decisions for best fit solution design and delivery.
- Lead the development and maintenance of enterprise architecture artefacts for your area of expertise.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.

- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.
- Promote the value of technology as a mechanism for continuous improvement and assist with highlighting how technology can deliver business improvement.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant Bachelor's degree or equivalent tertiary qualification.
- Professional training and certifications in IT technical or IT architecture disciplines are desirable.
- 1-3 years' post qualification experience that includes software development, technology implementation, system administration and support.
- Valid driver's licence required.

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- A working knowledge of all of the following technology domains: hardware, software, middleware and databases.

- An understanding of relevant IT concepts such as software development lifecycle, enterprise architecture, business analysis, DevOps and project management.
- Working technical knowledge of relational database servers, transport protocols and database administration processes and tools.
- Demonstrable knowledge and experience with some of the following technologies: SQL, Visual Studio, FME, SQL Server Management Studio, Data Warehousing, MS Power Platform – including Power Apps, Power Automate and Power BI
- Understanding of Azure Integration Services and aspects of IAM.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Proven ability to work independently using sound judgement and initiative; and collectively within a team environment.
- Willingness to take on responsibility, be accountable and be decisive.
- Demonstrated problem-solving skills with the ability to think laterally to make effective recommendations.
- Ability to explain IT concepts in business language.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities.
- A high level of accuracy and attention to detail.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name