

WORK IN THE CENTRE OF THE ACTION

DIGITAL INFRASTRUCTURE ENGINEER

POSITION PROFILE

Business Group:	Digital	Reporting to:	Digital Infrastructure Lead
Location:	Wellington	Date:	July 2026

CentrePort is a key strategic asset for the central New Zealand economy. As New Zealand's busiest port we are "At the heart of connecting New Zealand's supply chain and transport system". We aren't just Wellington – we focus on our people, our environment, our communities and our customers and through our associated companies we connect the Port to our regional hub network that extends out to Taranaki, Whanganui, Marlborough, the Wairarapa, and Manawatu.

Our Company Vision

To be the **PORT OF CHOICE** for Central New Zealand.

Our Values and Guiding Behaviours



Be safe

- We always take personal responsibility.
- We live safety 24/7 looking after ourselves, our mates, port users, and our whanau and family.



One team

- We work together to achieve our shared goals.
- We celebrate success, have fun and play our part to create a great place to work.
- We're always straight up; operating with trust, integrity and respect.



Aim higher

- We're bold, ambitious and extremely competitive.
- We think ahead and always look for ways to get better at everything we do.
- We pride ourselves on continually creating more value for our customers, shareholders and community.



Make it happen

- We always deliver on our promises.
- We have a 'can do' attitude and always find ways to overcome challenges and get things done.

Business Unit Purpose:

Digital Technology Team

The role of the Digital Technology Team is to provide strategic direction, leadership and operational management of CentrePort's digital technology systems, functions and resources by:

- Implementing CentrePort's Digital strategy.
- Ensuring systems are reliable and available to support 24 x7 business operations.
- Maintaining CentrePort's policies and procedures that support business improvement and align with best practice.
- Driving innovation and creating competitive advantage through effective digital solutions, improved efficiency and better use of data and information.
- Providing high quality advice to the Executive Leadership Team (ELT) and Board to support informed decision making and risk management.

Role Purpose and Scope:

The purpose of the Digital Infrastructure Engineer role is to:

- Provide technical support across multiple projects and business functions, including coordination, installation, and implementation of Digital solutions and requirements.
- Deliver best practice technical expertise, guidance and advice to stakeholders and project teams.
- Ensure compliance with organisational processes, policies, standards, and legislative requirements.
- Assess project and business initiatives to identify Digital systems and business requirements and contribute to solution design, documentation, testing, and implementation.
- Act as an escalation point for issues relating to Digital project work and system support, including liaison with external vendors and service providers to investigate and resolve technical issues.
- Develop, maintain and update project system documentation and operational procedures.
- Provide Level 2 and 3 business as usual (BAU) support for infrastructure, cloud, and end-user platforms, ensuring stability, availability, and timely resolution of incidents and service requests.
- Provide Level 3 support and platform-level ownership of endpoint management systems (e.g. configuration, policy, packaging, automation), with escalation from Digital Infrastructure Support.

Key Result Area	Accountabilities
Health and Safety	• Comply with the Health and Safety at Work Act 2015 and the Company's documented health and safety policies, regulations and procedures; this includes, but is not limited to: ○ Participating in the identification of health and safety, environmental and risk control issues.

	○ Following correct and safe work practices and reporting unsafe conditions and practices. ○ Wearing appropriate Personnel Protective Equipment as specified. ○ Reporting accurately accidents/incidents/hazards and participating in subsequent investigations. ● Participate in other Risk Control initiatives as required.
Project Support	● Support and contribute to programmes of work and projects, ensuring alignment with digital policies procedures and processes. ● Assist with the consolidation, preparation and maintenance of project and programme documentation. ● Prepare and update project and programme documentation to accurately reflect the status and outcomes. ● Work collaboratively with project and technical teams to ensure design documentation aligns with business and process requirements. ● Assist with system identification, analysis, and project related decision-making activities. ● Build and maintain effective relationships with subject matter experts, vendors, stakeholders, and business owners.
System Engineering	● Work within defined platform standards and architecture direction set by the Digital Infrastructure Lead. ● Work collaboratively to implement, maintain, troubleshoot, and integrate CentrePort's physical and virtual Digital infrastructure, including servers, storage, network devices, racks and cabling. ● Design, analyse, test, and support Digital solutions involving secure network architectures, virtualisation technologies, identity and access management and encryption technologies ensuring integration, reliability, security, maintainability and availability across production, test, development and disaster recovery platforms. ● Analyse incidents and technical issues, providing effective resolution and service restoration, including root cause analysis and remediation. ● Identify opportunities for continuous improvements and provide recommendations to enhance system performance, reliability, and operational efficiency.
Cyber Security Management	● Support the implementation and operation of security practices across infrastructure, cloud, identity, endpoint and network platforms. ● Assist with platform hardening, vulnerability remediation, and identity protection activities in line with organisational standards.

	• Monitor and respond to security alerts and events, escalating issues as required and supporting investigation and remediation activities. • Contribute to maintaining secure configuration standards, access controls, and least-privilege practices across systems and environments. • Contribute to embedding security-by-design into infrastructure solutions, changes, and operational processes. • Support post-incident reviews and continuous improvement activities to strengthen platform security posture.
Implementation	• Develop and draft implementation recommendations for proposed systems, changes, or improvements. • Prepare and maintain implementation schedules and timelines for approved changes and project activities. • Facilitate discussions and engagement with key staff, stakeholders, and project teams regarding implementation plans. • Document and maintain final implementation plans. • Support the roll out and delivery of projects and system changes, including user, communication and preparation of relevant documentation.
Documentation and Reporting	• Provide clear communication of project status, risks and outcomes. • Create, maintain and update technical documentation, operational procedures, and runbooks in line with Digital team standards. • Ensure documentation is accurate, version-controlled, accessible, and reflects current system configurations and changes. • Contribute to improving documentation standards, structure, and reuse across the Digital team.
Risk Management	• Ensure that appropriate systems are maintained to protect business unit and Company assets and that all initiatives and processes comply and do not subject CentrePort to any undue or unacceptable risk.
Other	• Carry out other tasks as requested by the Digital Infrastructure Lead and ICT Operations Manager that are within the individual's capabilities and qualifications. • Participate and undergo such training as may be required. • Participate in after-hours or on-call support where required.
Direct Reports	Nil
Delegated Authority	Authorisation of expenditure and payments up to the maximum delegated to the position. Refer to the current approved Delegated Approval Limits list.

Performance Criteria	A Performance and Development Plan will be developed that reflects the contribution the role holder is expected to make towards achieving the team's objectives and measures. The Plan will contain objectives that are consistent with the Key Result Areas for this Business Unit.
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Personal Specification

Key Experience, Qualifications, Skills Required

The incumbent will have the skills, qualifications and experience necessary for this position, including:

- 5–7 years' experience in infrastructure, cloud, or platform engineering roles within a medium to large environment
- Proven experience supporting both project delivery and BAU operations, including incident resolution, service restoration, and operational support.
- Strong working knowledge of Microsoft platforms, including Windows Server, Active Directory, Entra ID, Microsoft 365, and Azure services.
- Practical experience with infrastructure technologies including compute, storage, networking, virtualisation technologies, and endpoint management platforms.
- Experience implementing and supporting secure infrastructure solutions, including identity, access control, and encryption.
- Strong troubleshooting and problem-solving capability, including the ability to perform root cause analysis and implement sustainable fixes.
- Experience working with monitoring, alerting, and diagnostics tools to maintain platform health and performance.
- Working knowledge of ITIL practices (incident, problem, and change management) in an operational environment.
- Ability to contribute to solution design and technical implementation, working within defined architecture and platform standards.
- Experience working with vendors and service providers to support delivery and resolve technical issues.
- Strong documentation and communication skills, with the ability to clearly convey technical information to stakeholders.
- Strong organisational and time management skills, with the ability to manage competing priorities across project and operational work.
- Collaborative working style, with the ability to build effective relationships across Digital teams, stakeholders, and user groups.