

Position Description SUPPORT ANALYST

Background

New Zealand Domain Name Registry Limited, trading as .nz Registry Services (NZRS), is responsible for the management and delivery of the Shared Registry System (SRS) and Domain Name Service (DNS). Both form part of New Zealand's critical infrastructure for the Internet. NZRS is a wholly owned subsidiary of Internet New Zealand Inc. (InternetNZ).

The SRS is an automated system that is used by accredited registrars to create and maintain domain name registrations. The primary interface is through XML transactions and secondary interfaces use a variety of simpler protocols. The SRS provides billing and market information and integrates with our web site to provide protected data for registrars.

Purpose

The key purpose of the Support Analyst role is to support the Chief Technology Officer in the day-to-day support of all the operational IT systems of NZRS.

Key Responsibilities

The Support Analyst will take day-to-day operational direction from the Chief Technology Officer, and will report to the Chief Technology Officer of NZRS on personnel issues. This position is responsible for:

- Supporting customers:
 - Providing technical and billing support for registrars in relation to their transactions with the SRS
 - Investigation and analysis of issues, problems, quality and process improvement.
 - Assisting new and potential registrars to understand the technical, contractual and other requirements of the SRS
- Maintenance of the SRS:
 - Specification and testing of modifications
 - Monitoring the activity on the SRS and DNS (regular and irregular activity)
 - Producing reports for ad hoc and regular requirements
 - Assist the CTO in risk management including risk monitoring and developing mitigation strategies
 - Assist the CTO in monitoring contract compliance
- Maintenance of support resources for customers:
 - Writing/revising technical documents for our registrars and our web sites
 - Support of NZRS web sites
- Other Duties as reasonably specified from time to time.

Given the small size of the registry, the Support Analyst will be required to devote as much time as necessary to fulfill the requirements of the position in an outstanding way. This will include being accessible outside core office hours.

Key Competencies

The Support Analyst will be expected to demonstrate the following competencies:

Analysis and Judgement

Able to understand a problem, identify and use relevant information in analysis of the issues and apply reason to reach conclusions from which practical solutions are derived.

Technical Writing

Create and maintain technical documentation for our applications. Work with our development team for the creation of release documentation of our applications including release notifications, notes and installation guides.

Testing

Create test plans and perform unit and acceptance testing. Understands the software development life cycle.

Managing Relationships

Develop and maintain credible and effective working relationships with others.

Managing Customers

Identify and manage the needs and expectations of customers. Is focused on improving service quality.

Communication

Able to effectively communicate, both orally and in writing.

Relationships

Success in this role will depend in part on the ability of the Support Analyst to have relationships with a range of stakeholders and participants including:

- Registrars
- Domain Name Commission
- Suppliers - primarily the outsourcing partner

Managing Resources

Works with the Chief Technology Officer to plan, schedule, organise and make effective use of resources to achieve objectives and meet deadlines consistently.

Quantitative Analysis

Is able to understand and evaluate numerical and statistical data, and identify trends and patterns.

Technical skills

The Support Analyst will also need to have:

- A comprehensive knowledge of IT support practices
- Experience in XML, XSL, HTML.
- Database experience, preferably PostgreSQL.
- Preferably an understanding of Linux and Shell programming.
- Preferably some knowledge and experience of DNS.

Other personal attributes

The personal attributes for this role are:

- A willingness to learn
- Maturity
- Initiative
- A structured approach to their work

NZRS has a written employment contract and staff policy that provides more details on the expectations of employees.

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