

Position Description

Senior Payroll Systems Administrator

Reports to Application Services Team Leader	Location Wellington	Band 15	Date June 2025
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Role overview

The Senior Payroll System Administrator supports the successful delivery of the schools payroll.

This role ensures a successful fortnightly pay across New Zealand, which is accurate and on time. A core focus will be overseeing system administration, configuration, and effective management of incidents and issues through to resolution. This is a senior role within the team that provides coaching and mentoring to system administrators and takes on a quality assurance role within the team.

This team also provides second level support to the school account teams and payroll coordinator team.

Key responsibilities and accountabilities

Service design and transition	<p>Supports the Application Services Team Leader in relation to the Payroll System.</p> <p>Supports the change management, asset and configuration management of the payroll system.</p>
Service operations	<p>Supports the service desk, access and request fulfilment management, application management and operations management.</p> <p>Supports the vendor management of payroll system vendors.</p> <p>Supports agile methodology and plays an active role in embedding of agile practice at Education Payroll.</p>
Client services	<p>Provides subject matter expertise of system administration and configuration.</p> <p>Provide second level application support to the payroll processing team & school account teams in relation to system issues and pay service requests.</p> <p>Respond to requests and/or needs of internal and external customers, including timely and accurate responses to queries.</p>

	<p>Provide after hours on-call support for pay run on a rostered basis.</p> <p>Trains team members on Education Payroll Ltd payroll software where required.</p>
System administration	<p>Provide ongoing administration of systems, including granting and revoking user access.</p> <p>Develop an expert working knowledge of the Alesco payroll software and custom functionality, and other supported applications as required.</p> <p>Complete information record updates, retrieval and processing of soft and hard records to ensure payroll activities are executed accurately and in a timely manner, and up-to-date information is available to the client.</p> <p>Review documentation for accuracy and authorisation.</p> <p>Review data input to identified audit standards.</p> <p>Plan and co-ordinate workload to complete assigned tasks.</p>
Configuration	<p>Prepare, plan and perform system configuration changes and testing where feasible for Collective Agreement changes and Change Requests from Ministry of Education.</p> <p>Manage changes through the business change board and change management framework at Education Payroll.</p> <p>Implement changes within agreed timeframes, working closely with Ministry of Education and other members of the information technology team to achieve successful implementation.</p> <p>Adhere to change control procedures; ensuring all configurations are documented and stored for auditing purposes.</p>
Issues resolution	<p>Identify problems/defects early and refer them immediately in order to prioritise the severity.</p> <p>Identify functional issues and raise an Issue.</p> <p>Contribute to the management and triage of issues raised via the issues and escalations inbox.</p> <p>Manage the re-creation of incidents and problems and tracking to resolution.</p> <p>Complete Incident and problem management processes.</p> <p>Resolve issues through software development life cycle to ensure the production system and applications are up and running during business hours.</p> <p>Provide functional expertise in the assessment of operational system incidents and development of solution options/fixes.</p> <p>Conduct user acceptance testing.</p>

Leadership expectations

The following leadership expectations apply to this role.

Lead self	<p>Demonstrate Education Payroll values:</p> <ul style="list-style-type: none"> • Ako Learning & improving • Mahi tahi working together • Aro ki te kiritaki Customer focus. <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p>
Lead Education Payroll	
Risk management	<p>Identify, assess, mitigate and record risks arising from internal process, people, systems or external events that could potentially disrupt business operations and/or breach legislative requirements.</p> <p>Escalate risks that cannot be sufficiently mitigated within your span of control.</p> <p>Take collective responsibility for enterprise risk management and understand the cumulative impact of risks across the organisation.</p>
Customer orientation, continuous improvement and quality assurance	<p>Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations.</p> <p>Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time.</p> <p>Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.</p>

Required experience, skills and knowledge

To be successful in this position you will need:

- an IT background with previous experience as a systems administrator on a complex system
- previous experience in coordinating and overseeing the work of others, including mentoring and providing subject matter expertise on system administration and configuration

- understand the software development life cycle (SDLC)
- system configuration skills and experience
- strong communication skills are integral to this role and you should be able to interpret, analyse and explain information as required
- strong orientation towards accuracy, quality and compliance in all aspects of work and ensure that the team is aware of internal policies; procedures and legislative or regulatory practices
- strong analytical skills
- Knowledge of SQL writing as well as Microsoft Excel (pivot tables, formulas, etc.)
- strong customer service focus
- ability to work with minimum supervision in a team environment
- ability to manage multiple priorities.