

Head of Research Support

Position Description

Reports to:	Chief Technology Officer		
Direct Reports:	See Org Chart (attached)	Location:	Wellington/Auckland/Christchurch
Financial Delegations:	Either: As per delegation's policy	Non-Financial Delegations:	As per delegation's policy
Salary Range	Grade 22		

About REANNZ

REANNZ is a Crown-owned membership organisation dedicated to empowering Aotearoa's research and education sector. Our diverse membership includes New Zealand's Public Research Organisations (PROs), universities, museums, libraries and government organisations.

Since 2007, REANNZ has been operating and supporting a specialist high-performance digital network tailored to meet the unique demands of Aotearoa's research and education sector. From July 2025, with the integration of the New Zealand e-Science Infrastructure (NeSI) people and technologies, REANNZ will offer a comprehensive hub for eResearch in Aotearoa, combining the unique capabilities of both organisations to deliver network products and services, high-performance computing (HPC, AI/ML, data-analytics) infrastructure and researcher-focused support.

We aim to foster a stronger economy and a more prosperous society by empowering a vibrant, active and collaborative eResearch sector.

As a small but effective team – our highly skilled and passionate people are motivated to identify and implement creative yet pragmatic solutions for our members, partners, researchers and the wider research and education sector.

Our Values

At REANNZ, our values guide our decisions, behaviours, and interactions every day. They are integral to how we deliver on our purpose and support Aotearoa's research and education sector. Our values are:

- **Collaboration** – Together everyone achieves more
- **Innovation** – Redefining the possible
- **Trust** – Earning trust, enabling discovery
- **Excellence** – Delivering our best, every time

This is underpinned by **Integrity** – The foundation of all that we do | Uncompromising | Constant

Position Purpose

The Research Support & Engineering Lead works alongside people and technical leaders to ensure REANNZ has the skills, capability and specialist knowledge offering research support and ultimately supporting the organisation to deliver on our 5 year strategy.

The Research Support & Engineering Lead works across the research support service to ensure appropriate, timely and targeted support is delivered to our research customers and partners.

The role aligns user needs, technology and organisational strategy through well structured, measurable and continuously improving service delivery. Working closely with all other functions involved in Service Delivery, this role supports and operationalises end-to-end new and existing support services for research support and engineering.

The Research Support and Engineering Lead works across all areas of the business to ensure current and new services, products and technology are able to be used by end users for their research purposes, that problems are resolved as and when they occur and REANNZ understanding of use, challenges or issues and opportunities for improvement are documented and shared across all other areas of the organisation.

The Research Support and Engineering Lead provides considered, supportive and timely advice to all members of the team so they can give the best possible customer experience and knowledge, capability and confidence is built across all team members.

Key Accountabilities		
Result Area	Actions	Deliverables
Service Delivery & Advice	- Ensure quality, reliability and consistency of research support and engineering services are delivered across all areas - Provide advice on service improvement opportunities and options for the CTO and SLT to make the best possible informed decisions	Visibility of services provided by the team to all parts of the organisation Researcher support opportunities are identified, scoped and commissioned clearly and outputs and outcomes are clearly understood and agreed before work begins Provides reporting and evidence that services meet agreed standards and support researcher success Operational advice is provided at the beginning of opportunity discussions
People Leadership, Coaching and Mentoring	- Develop a high-performing research support and engineering team with clear roles and responsibilities, ways of working, agreed prioritisation and an organisation wide collaborative approach - Coach and mentor team members and the wider business to lift research support capability beyond the immediate team - Ensure the right skills, capability and experience is in place within the team delivering consistent performance to achieve agreed outputs and change	Team members deliver consistently across all areas and work collaboratively across all areas of the organisation to maintain momentum All REANNZ staff know what researcher support is, how it works and the part they can play in service delivery The team is fully resourced with a strong culture in place and a focus on collaborative work to deliver REANNZ's strategic ambitions

Collaboration and Stakeholder Relationships	• Ensure close alignment with the Chief Research Advisor as the primary lead on how to best respond to the needs of the researcher • Effectively collaborate with Service Delivery, Advanced Computing, Product and Innovation and Networks teams to deliver a cohesive end to end research service experience • Effective engagement with users to understand needs, priorities and pain points • Work alongside, (taking the lead from) the Partnerships and Engagement team to manage stakeholder and collaboration relationships ensuring REANNZ's reputation and trust in our services grows over time	Silos are non-existent and the team work seamlessly across all areas of REANNZ to deliver Stakeholders are well informed and genuine partnerships are in place with ongoing discussions on how we can improve our current support and where more focus can be added
Operational Excellence	• Visibility and management of team workload, dependencies and risks with timely delivery of agreed outputs • Seamless handover and coordination across service delivery functions in all areas of the organisation • Identification, scope, gain approval for and manage costs for implementation of improvements to tools, processes and service models • Adoption of best practice in research software engineering and research DevOps	Integrated, end-to-end service experience for researchers and institutions Deliver a smooth transition of products, tech and system changes into operational delivery through all support channels Provide customer, researcher and sector data and insights to inform development, engineering and product and innovation decisions
Health and Safety	• Lead and champion healthy and safe working behaviour for all REANNZ staff, with a particular focus on the Research Support & Engineering team by ensuring H&S is a priority • Proactively participate in regular assessment of REANNZ	CE/ H&S Committee/ wider SLT are aware of all risks and hazards to ensure proactive management of potential exposure Hazards reported same day

	Health and Safety capability to ensure it is fit for purpose within the accountabilities of the Research Support & Engineering Lead role and wider organisation • Report all hazards or unsafe situations • Report all accidents/incidents including near misses • Work safely and use all protective clothing and equipment as required	Accident/Incident and near misses reported same day No injury caused to self or others
Project Input and Delivery	• Provide leadership across REANNZ in the planning and implementation of projects by ensuring a Research Support & Engineering lens is provided • Ensure REANNZ benefits from Research Support & Engineering insights throughout project planning and delivery • Lead the delivery and implementation of Research Support & Engineering changes and improvements • Provide Research Support & Engineering advice required to ensure project and governance excellence	Advice is provided for all operational projects as required, with proactive involvement in all scoping and planning processes Projects are managed using best practice approaches and within agreed REANNZ frameworks Projects are completed on time within budget

Skills and Knowledge

Essential:

- Proven experience leading a specialist support team within a diverse tech- based business or similar diversified delivery mode organisation
- Excellent relationship management and collaboration skills with the ability to operationalise changes in customer service and support at pace and within fast moving environments
- A savvy operator able to meet expectations from the CTO while building enduring relationships and trust
- An advocate for excellent support practices and exceeding customer expectations
- A deep understanding of what makes customer facing support roles successful, valued, effective and efficient

Preferred:

- Experience managing a multidisciplinary team of subject matter experts to deliver at pace
- Comfort working in a small but mighty team who influence well beyond their official remit
- A desire to partner with the sector and more widely to build and grow REANNZ's customer base and opportunities
- An awareness of the needs of the research sector and the environment in which it operates

Qualifications and Expertise

Essential:

- Proven experience delivering excellent customer support through a team of specialists in a similar sized technology business
- Significant success building, implementing and improving customer support functions to ensure every interaction exceeds expectations
- Demonstrated drive to surface, confirm and implement changes driven by the customer
- Proven experience building and growing a highly effective team
- Delivering at pace and in ambiguous environments

Preferred:

- Knowledge of similar operating environments or sectors and the likely challenges
- Someone willing to take calculated risks to deliver the best possible outcome

Key Relationships

Internal:

- CTO
- Chief Advisor Research
- All customer facing teams across REANNZ

External:

- REANNZ members and other customers
- Similar tech-based business teams delivering excellent customer support New commercial opportunities

Health and Safety

Senior Leaders set the tone for Health and Safety in the workplace. To lead and deliver a culture where everyone goes home safe at the end of the day, you will:

- Lead and champion maintaining a safe and healthy workplace to prevent harm to self and to others by ensuring Health and Safety is a priority
- Take a leadership role in the ongoing improvement, refining and delivery of health and safety processes, practices, policies and guidelines
- Ensure that all personal actions and those across your group comply with and are conducted in accordance with health and safety processes, practices, policies and guidelines. This includes the correct use of PPE as required
- Immediately report all hazards, accidents, near misses and incidents to the appropriate level for the situation – incident register, H&S committee or office representative, manager, SLT member or Chief Executive to ensure all incidents are managed in accordance with legal and office holder obligations
- Ensure you are aware of all emergency procedures to a level where you can provide leadership, advice and appropriate assistance to others

Leadership Role Competencies	
Practise	Behaviours that demonstrate
Business Acumen	• Has a sound knowledge of general business principles • Is aware of both the formal and informal relationship structures of an organisation and will work within the parameters
Decision Quality	• Consistently makes sound decisions, seeking support or advice as needed
Innovation Management	• Encourages and generates creative and practical solutions to problems with a tight delivery, service or growth focus • Can think outside the square to develop new or leading-edge services and work collaboratively with other areas of the business to operationalise
Strategic Agility	• Is able to identify patterns and connections between situations that are not obviously related and develop practical ways to make relationships or problem-solving work • Is aware of broader strategic and conceptual issues when planning and decision making
Timely Decision Making	• Manages risks by making decisions on time
Priority Setting	• Focuses effort on the most important tasks and communicates these with teams
Managing Vision and Purpose	• Practically translates vision and purpose to have meaning for team members and supports them with realising these in their everyday working lives
Dealing with Ambiguity	• Is comfortable working with 'grey' or uncertainty • Will not let ambiguity prevent decision making and seeks advice and support when uncertain about wider impact or next steps

Research Support & Engineering Team Organisation Chart

Research Support & Software Engineering Team

