

## About us

MTF Finance is 100 per cent New Zealand owned, and our history dates back to 1970. We provide innovative finance solutions to New Zealanders through our 53-strong franchise network, vehicle dealers and partners such as Trade Me. This has helped us grow into a business with assets of more than \$1b.

Our mission is to help New Zealanders get ahead by making lending about people again. We are launching new products and partnerships while staying true to our core, that we are people helping people, powered by a world-class funding system.

Incredibly high standards drive us to give our customers the best service in the finance industry. Our NPS scores and review ratings are amongst the best in the world. MTF Finance is listed on the NZDX.

## Our Values

Creating a shared sense of purpose is core to who we are. Our values underpin how we work together, and how we create values and solve problems for our customers, originators, and internal stakeholders.



## About this role

As a Systems Administrator, you will be supporting the objectives of the Technology Operations team by being responsible for the day-to-day maintenance, optimisation, and support of our end-user computing environment, including Microsoft 365. The Systems Administrator will work closely with other Technology Operations team members to identify opportunities to automate and script existing processes. The Systems Administrator will form a key part of our incident response team, working with staff from all of our Technology teams to investigate, and resolve incidents, when they occur.

The Systems Administrator will work closely with our Security and Infrastructure team to improve our security score across our applications and application servers, and our end-user compute.

### Team:

Technology Operations

### Reports to:

Head of Technology Operations

### Location:

Dunedin

### Key dimensions @ Nov 23

- ⇒ National Office circa 97 people
- ⇒ \$1B total assets
- ⇒ \$8.8m profit after tax
- ⇒ 53 franchise locations

### Critical relationships:

- ⇒ MTF Finance National Office colleagues.
- ⇒ MTF Finance originators and shareholders.
- ⇒ Professional advisors, suppliers, and consultants.
- ⇒ MTF Finance Technology Vendors.



## **Key accountabilities**

### **1. Microsoft 365 administration**

- Manage, and administer Microsoft 365 applications and services, including Exchange Online, SharePoint, Teams, Endpoint Manager, Entra ID (Azure AD), and other M365 services.
- Configure and optimise user accounts, groups, and permissions within the M365 environment.

### **2. Systems maintenance and administration**

- Administer, configure, and maintain operating systems and associated software.
- Perform routine system updates, patches, and upgrades to ensure optimal performance and security.

### **3. Automating operational tasks**

- Identifying operational tasks that can be automated or scripted and then implementing those improvements.

### **4. Advanced Troubleshooting and Issue Resolution**

- Provide level 2/3 technical support and troubleshooting for both our M365 and on-prem environments.
- Collaborate with other technology teams to resolve complex problems and implement solutions.

### **5. Documentation and training**

- Develop and maintain comprehensive documents for configurations, processes, and procedures.
- Mentor and train junior team members on M365 applications and features.

## **Essential attributes and capabilities**

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- MS900 (M365 Fundamentals) and MS100 (M365 Administrator) qualification.
- Minimum of 3 years experience in a Systems Administrator role.
- Experience in M365 administration and support including Exchange Online, Endpoint Manager, SharePoint, Teams, and Entra ID.
- Proficient in PowerShell scripting for automation and administration tasks.
- Solid knowledge of networking concepts and protocols.
- Knowledge of programming and databases.
- Excellent problem-solving capabilities, with the ability to investigate and identify anomalies, outliers, or issues.
- Experience with cloud platforms (e.g., Azure, AWS).
- Self-management and ability to meet deadlines.
- Able to work collaboratively with customers and stakeholders, and within a team.
- Flexible hours.

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**Date:** November 2023

**Position size:** Grade 14

### **Change to this position description**

*From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed in consultation with the jobholder and manager as required.*