

Title:

Laboratory Information Management System (LIMS) Lead

Company:

The Tatua Co-operative Dairy Company Limited.

Purpose of Role:

To lead the administration, optimisation, and continuous improvement of Tatua's LIMS platform, ensuring the system is reliable, robust, compliant, and aligned with business, quality, and regulatory requirements.

To be the organisation's Subject Matter Expert (SME) for LIMS, providing expert troubleshooting, strategic evaluation of new functionality, data and reporting support, and technical guidance to maintain a "Fit for Purpose" digital laboratory information management system.

Reporting Relationships:

Reports to: Laboratory Manager

Direct Reports:

None

Key Relationships:

- Laboratory teams
- Quality Assurance
- Technical Services
- IT department
- Marketing & Sales teams
- External vendors including LabWare support & consultants

Authorities & Financial Responsibilities:

None

Key Result Areas (KRAs):

KRAs:	Measures:
LIMS System Ownership & Subject Matter Expertise (SME)	<ul style="list-style-type: none"> Act as the designated System Owner and Subject Matter Expert (SME) for the LabWare LIMS within the business. Maintain and administer LIMS configuration, master data, workflows, and interfaces to ensure ongoing alignment with laboratory and business requirements. Ensure configuration control is maintained, including system documentation, specifications, and controlled records. Provide governance over system use to ensure consistency, standardisation, and optimal performance.
SYSTEM SUPPORT & TROUBLESHOOTING	<ul style="list-style-type: none"> Provide expert-level technical support, including investigation, root-cause analysis, and resolution of LIMS incidents and defects. Collaborate effectively with IT, laboratory personnel, and external vendors to resolve system issues. Prioritise and manage incidents to minimise operational disruption and maintain laboratory continuity.
QUALITY, COMPLIANCE & DATA INTEGRITY	<ul style="list-style-type: none"> Ensure LIMS processes and functionality remain compliant with regulatory, statutory, customer, and Company quality requirements. Maintain and monitor data integrity controls, including access controls, audit trails, electronic records, and security settings. Ensure system calculations, workflows, reporting, and configurations remain validated and fit for purpose in accordance with the Quality and Food Safety Management Systems.
STRATEGIC DEVELOPMENT & CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> Critically assess enhancement requests, new functionality, and process changes for technical feasibility and business benefit. Lead or support the design, build, testing, validation, and deployment of LIMS enhancements and system changes. Identify and implement opportunities to improve laboratory efficiency, data quality, and turnaround times through LIMS optimisation and automation.
PROJECT LEADERSHIP & CHANGE CONTROL	<ul style="list-style-type: none"> Lead LIMS-related projects, from initiation through to implementation and post-deployment review. Perform and document impact assessments, risk assessments, and validation activities in line with Quality and Food Safety Management System requirements. Ensure all system changes are managed in accordance with Tatua's Change Management and governance processes

REPORTING SME	<ul style="list-style-type: none">• Develop, maintain, and support LIMS-based reports to meet operational, quality, compliance, and regulatory reporting requirements.• Ensure reports are accurate, validated, and meet defined end-user and stakeholder needs.• Support data extraction, trending, statistical analysis, and KPI reporting from LIMS data.
TRAINING, COMPETENCY & USER SUPPORT	<ul style="list-style-type: none">• Deliver LIMS user training and maintain associated training and competency records.• Promote consistent, compliant, and effective use of LIMS workflows across the laboratory.• Act as the central point of expertise for LIMS system knowledge, best practice, and user guidance.
HEALTH & SAFETY	<ul style="list-style-type: none">• Promote safe work practices and a safe environment at all times• Undertake all work in a safe manner and follow all company and workplace health and safety procedures• Identify potential hazards and advise manager, supervisor or workplace H&S representative immediately• Accurately report incidents and accidents to manager, supervisor or workplace H&S representative immediately• Ensure contractors and visitors are compliant with Tatua's H&S work practices.

General:

- To follow any lawful or reasonable instruction made by the employer
- To exercise skill and care; and to provide a safe place of work, free of hazards
- To be present at work; and to work faithfully and honestly.

Key Skills / Knowledge / Experience Required:**Key Skills:**

- Critical and strategic thinking
- Problem solving and troubleshooting
- Strong analytical capability
- Attention to detail
- Planning and time management
- Ability to translate technical concepts to non-technical staff
- Stakeholder engagement and communication
- Report writing and data interpretation

Knowledge:

- Strong understanding of LabWare LIMS or similar systems
- Knowledge of laboratory operations and analytical workflows
- Familiarity with Quality and Food Safety Management System requirements, HACCP, and data integrity expectations
- Understanding of relevant regulatory frameworks (e.g., RMP, MPI expectations)

Experience:

- Administering, configuring, or developing within LabWare LIMS (or equivalent LIMS).
- Laboratory, quality, IT, or technical operations in food, dairy, pharmaceutical, or related sectors.
- Report development (e.g., Crystal Reports, SQL, or LabWare tools).

Desirable Qualifications:

- BSc / BSc(Tech) / BTech / BTech(Food) or similar science or information systems qualification.
- Experience working in regulated environments (dairy, pharma, food manufacturing).

EMPLOYEE SIGNATURE **DATE****MANAGER SIGNATURE** **DATE**

**This Position Description is a working document subject to review and change as required by
Management**

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Know-How		Problem Solving			Accountability		Total Points	Profile
Slot	Pts	Slot	(%)	Pts	Slot	Pts		
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