Position Description

2nd Line Support Specialist – Operations

Reports to	Business Solutions Manager
Leadership Level	
Function	

Purpose of Role:
To provide onsite second-line technology support to Tatua's manufacturing and operations environment; resolving incidents, requests and fixes for operations and business applications and data. This is an operational continuity role: its purpose is to keep production, quality and plant-support systems working, and to resolve issues at the point of need.

Direct Reports:
N/A
Status: New position; vacant
Hours: Site-based; participates in the support roster and after-hours escalation arrangements for the manufacturing environment

Existing Department Structure
The role reports to the Business Solutions Manager. Current reporting lines are reflected in Tatua's approved organisation structure.

Key Relationships:
Internal: IT Service Management · End User Compute & Service Integration ×2 · 2nd Line Support Specialist (Corporate & Business) · IT Infrastructure & Networks Lead · Infrastructure Engineer · Cyber Security Analyst · Senior BA (Operations & Co-operative Affairs) · ERP & Integration Lead · OT/IT Platform Integration & Data Engineer · Analytics & Data Lead team · Operators, shift leaders, manufacturing planners, quality and engineering teams · OT Applications Lead (Operations)
External: Spark (first line) · Diligence (monitoring) · Application and hardware vendors

Authorities & Financial Responsibilities:	
Authority	• As delegated by IT Service Management. • Dollar dimensions: N/A. No independent financial authority. • Authorised to perform routine data corrections, reprocessing and configuration fixes within defined change controls. • Authorised to escalate to third line and to vendors. • **Not** authorised to make changes to operational technology systems or to bypass network segmentation controls.

Key Responsibilities:

Incident & Request Resolution
- Resolve second-line incidents and service requests relating to operations and business applications, data, devices, and access.
- Take triage and escalation from the outsourced first line (Spark) and monitoring (Diligence).
- Own resolution through confirmed closure; keep requesters informed of progress.

Onsite Presence in the Operating Environment
- Provide visible, responsive onsite support across manufacturing and plant-support areas, working to site safety, hygiene and access requirements.

• Build effective working relationships with operators, shift leaders, planners, quality and engineering teams.
Ad Hoc Data & Application Fixes • Perform routine data corrections, reprocessing and configuration fixes for operations and business applications within defined change controls. • Recognise the boundary between a support fix and a change requiring ITPMO or design governance routing and escalate accordingly.
Third-Line Coordination • Coordinate escalation to third line across both pillars and to vendors; drive resolution on behalf of the business.
Service Management Discipline • Log all work in ManageEngine; maintain accurate records, resolution notes and asset data. • Contribute knowledge articles to reduce repeat demand and lift first-line resolution rates. • Identify recurring issues for problem management.
IT/OT Boundary Awareness • Understand and respect the IT/OT boundary, the Purdue reference model and the industrial DMZ; never bypass segmentation controls. • Escalate anything touching control systems to the appropriate operational technology and cyber accountabilities. • Recognise that safety, quality, availability and integrity take precedence in operational technology zones, and that Operations retains engineering authority and plant-safety accountability.
Self-Management • Be an active team member; prioritise effectively under competing demand. • Achieve agreed objectives; maintain a personal development plan; participate in one-on-one reviews.
Health and Safety • Undertake all work in a safe manner and follow all health, safety and food safety procedures, including site access, hygiene and personal protective equipment requirements. • Identify and report hazards within 24 hours. • Report incidents and accidents as soon as possible.
General • Follow all lawful and reasonable instructions. • Be present at work and work faithfully and honestly. • Support Tatua's values and strategic objectives.

Key Result Areas (KRAs):

KRAs:	Measures:
Incident & Request Resolution	Second-line resolution rate; service level attainment; reduced escalation to third line and to specialist roles; requesters kept informed.
Onsite Support Presence	Responsiveness in manufacturing areas; operations stakeholder satisfaction; effective working relationships with shift and plant teams.
Data & Application Fixes	Fixes delivered accurately within change controls; correct escalation of items requiring change or project routing.
Service Management Discipline	All work logged in ManageEngine; records and resolution notes accurate; knowledge base contributions; recurring issues raised for problem management.

IT/OT Boundary Compliance	No segmentation bypass; correct escalation of control-system issues; demonstrated respect for OT priorities and Operations' authority.
Self-Management	Deadlines met; agreed objectives achieved; development plan maintained; one-on-one reviews attended.
Health and Safety	All procedures followed; hazards reported within 24 hours; incidents and accidents reported promptly.
General	Lawful instructions followed; attendance and reliability; demonstrated support for Tatua's values.

Key Skills / Knowledge / Experience Required:

- Minimum 4 years in IT support with demonstrable second-line capability.
- Strong Windows, Microsoft 365, identity and access, endpoint and device support.
- Basic SQL and comfort investigating application and data issues.
- Structured incident triage and troubleshooting.
- Calm, practical and credible with plant-floor and operational staff.
- Ability to prioritise under competing demand.
- Full New Zealand driver licence; able to work onsite.
- **Desirable:** Manufacturing or industrial environment support experience; ERP support exposure, JD Edwards desirable; awareness of operational technology systems—SCADA, HMI, MES, historian and LIMS—and of the IT/OT boundary; ITIL Foundation knowledge; vendor coordination experience.

Essential Qualifications Required:

- N/A

Desirable Qualifications:

- Relevant tertiary qualification or industry certification in information technology.
- ITIL Foundation.

EMPLOYEE SIGNATURE …… DATE ……..

Position Description

2nd Line Support Specialist – Operations

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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