

POSITION DESCRIPTION

DIGITAL CAPABILITY ENABLEMENT SPECIALIST

Reports to:	Associate Director Service Operations
Division:	Information Technology Services
Tenure:	Permanent
Location:	Hamilton
Date:	August 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Our University's digital vision is 'Digital connects us and moves us forward.' Information Technology Services (ITS) leads digital direction, manages and protects the digital ecosystem, supports digital initiatives and delivers digital services that ensure the University can teach, research and operate successfully in a secure, resilient, connected, sustainable and future-ready digital environment.

ITS is part of the Corporate Services Group within the portfolio of the Chief Operating Officer.

2. POSITION PURPOSE

The Digital Capability Enablement Specialist supports the University's digital vision by enabling staff and relevant user groups to confidently adopt and use core University business applications, productivity tools and digital services. The role contributes to the digital capability uplift across the University, including tools and platforms such as M365, AI, Moodle, AV and teaching room technologies, Oracle and other priority systems.

The role develops and coordinates a structured digital capability enablement programme that is aligned with organisational priorities, technology change initiatives and operational handover needs. It works closely with ITS teams and subject matter experts, and People and Capability to ensure digital education, guidance and user resources are accessible, audience-focused and fit for purpose.

This is not explicitly a trainer role. The role establishes standards, approaches and reusable resources for digital training and education, leveraging project, business, external and subject matter expert capability to support effective adoption and sustained use of digital tools. The development and delivery of training for priority digital projects is outside the domain of this role, but the Digital Capability Enablement Specialist must ensure there is appropriate training for the internal ITS teams to support the technologies and suitable resources are accessible for user groups at go-live which would be part of the agreed handover processes at this project phase.

The role is also responsible for the compilation of communication collateral to support the digital capability uplift, including collation of information for the Tech Hub self-service channel, regular Tech News newsletter to staff and engagement with the University communications team for targeted communications as needed.

3. FUNCTIONAL RELATIONSHIPS

Internal: ITS managers and staff
Subject matter experts, Change and Communication specialists, People and Capability and other stakeholder groups
University staff and students

External: External training providers and facilitators

4. KEY RESPONSIBILITIES

Digital capability enablement

- Define and maintain a consistent, accessible and audience-focused approach to digital training and education, including standards and expectations for the development of digital training, education and user support resources.
- Develop and coordinate a Digital Capability Enablement programme of work aligned to agreed organisational priorities, digital projects and technology change initiatives.

- Work with ITS stakeholders and subject matter experts to identify capability needs across priority digital tools and services, including M365, AI, Moodle and other University applications.
- Facilitate the creation of or maintain audience-focused resources, including self-guided videos, infographics, FAQs, newsletters and other on-demand materials for staff and students through appropriate channels like Tech News, Tech Hub in Self Service and the ICT for Students on the University Website.
- Assess user-facing content to ensure it is clear, accessible, fit for purpose and aligned with agreed standards.
- Ensure the communication collateral to support digital capability is timely and shared to the appropriate audience, via agreed channels like Tech News, Tech Hub and the University intranet and website.
- Support the effective adoption of new and existing technologies by ensuring users have access to timely, relevant and practical digital guidance.
- Ensure digital enablement resources are available through appropriate self-service and support channels.
- Monitor feedback and engagement with digital capability resources to identify opportunities for improvement, and address gaps or concerns where these are indicated.
- Contribute to improvements in the consistency, quality and accessibility of digital training and education resources.
- Keep abreast of good practice in digital capability, adoption and professional development in collaboration with People and Capability and relevant ITS stakeholders.

Stakeholder engagement and delivery coordination

- Work collaboratively with ITS teams, project teams, business representatives and external providers to facilitate the delivery of digital training and education activities.
- Engage with relevant subject matter experts to understand user needs and coordinate tailored capability resources or training support where required.
- Support digital projects by helping define education, training and operational handover requirements, while recognising that delivery of project-specific training remains the responsibility of the relevant project or business resources.
- Support the annual cyber awareness training and education programme in collaboration with the Cyber Security team.

Operational readiness and user support enablement

- Ensure ITS support teams, including the Service Desk, have access to relevant knowledge, guidance and collateral to support end users effectively.
- Contribute to the successful embedding of new and changed technologies into everyday University practice.
- Support the development of practical resources that enable staff and students to use digital applications and services confidently.

Team Contribution

- Work effectively as a member of ITS to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.

- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Digital Capability Enablement Specialist will be performing satisfactorily when:

- A clear Digital Capability Enablement programme is defined, visible and aligned to organisational priorities and technology change initiatives.
- Digital training and education resources are accessible, fit for purpose and available through appropriate channels.
- Staff engage with resources and demonstrate increased adoption and confident use of core University applications and productivity tools.
- ITS teams are appropriately supported with the knowledge and collateral needed to assist users when new technologies are introduced.
- New and changed technologies are effectively supported and embedded into everyday practice.
- Positive feedback is received from academic and professional services stakeholders.
- Relationships with ITS teams, subject matter experts and key stakeholder groups are strong, collaborative and productive.
- Advice, resources and recommendations are aligned with professional standards, University policies and relevant good practice.
- Interactions with colleagues, stakeholders, students, suppliers and partners are professional, respectful, inclusive and collaborative.
- The role contributes meaningfully to meetings, projects and team activities, including sharing knowledge and supporting agreed outcomes.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A bachelor's degree or equivalent relevant work experience.

Desirable

- A qualification in adult learning, digital training, instructional design, change management or a related field

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Demonstrated experience defining and delivering digital training, education or capability uplift activities for user communities.
- Proven knowledge of change management, adoption practices and approaches that support successful technology uptake.
- Proven understanding of modern digital workplace tools, including M365, AI-enabled tools and related productivity technologies.
- Experience developing online and on-demand training resources, such as self-guided videos, FAQs and resources delivered through SharePoint or similar platforms.
- Demonstrated ability to communicate clearly and engagingly with different audiences.
- Demonstrated ability to work collaboratively with technical specialists, project teams, change practitioners, business representatives and external providers.
- Strong planning and organisational skills, with the ability to coordinate multiple pieces of work and maintain focus on outcomes.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Experience using or supporting student learning systems such as Moodle.
- Experience working in digital environments within higher education.
- Experience supporting cyber awareness, compliance-related education or technology adoption initiatives.
- Experience developing accessible, user-centred digital guidance for self-service channels.

PERSONAL QUALITIES

- Clear, confident and engaging communicator.
- Collaborative and inclusive, with the ability to build strong working partnerships across technical and non-technical groups.
- Innovative and adaptable, with a practical approach to improving digital confidence and adoption.
- Well organised, proactive and able to prioritise work effectively.
- User-focused, with a commitment to making digital tools and guidance accessible, useful and

easy to understand.

- Professional, respectful and constructive in all interactions.
- Comfortable working through ambiguity and aligning multiple stakeholders around shared outcomes.
- A demonstrated commitment to challenge the status-quo and drive continuous improvements.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.

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