

Technical Trainer

Job Description

Date	July 2026
Location / Team	Auckland / Wellington, People Team
Reporting to	Change and Capability Manager
Functional Relationships	RNZ kaimahi and people leaders External service providers Director Editorial Quality & Training Learning & Development Specialists
Role Type	Permanent Full Time

Te Tūranga - About the Role

The Technical Trainer is responsible for building technical capability across RNZ, enabling a high-performing and innovative organisation. Technical training plays a critical role in ensuring RNZ operates reliably, efficiently, and in line with industry standards. It is fundamental to RNZ's success in delivering trusted, high-quality content to audiences, and in fulfilling its role as a lifeline utility—providing essential information when communities need it most.

Te Mahi - About the job

- Lead structured induction and ongoing training for News and Audio teams across editorial systems, ensuring consistent capability in core platforms and new technologies.
- Deliver specialist training and readiness for field and emergency scenarios, including use of equipment such as LiveU and Starlink, strengthening organisational resilience and business continuity in critical coverage situations, and recognising the organisation's role as a lifeline utility during emergencies.

- Act as a bridge between editorial teams and technology, ensuring tools and systems are practical, well adopted, and aligned with real workflows.
- Lead and manage the development and delivery of an organisational wide upskilling programme, leveraging subject matter experts (SMEs) to build system capability that directly lifts content quality and overall team capability across key areas.
- Drive continuous improvement and innovation by identifying opportunities and supporting implementation of initiatives to better utilise new and existing systems, enhancing content production and delivery while keeping pace with emerging technologies.
- Develop practical, user-focused training resources and guidance, enabling rapid and consistent adoption in a fast-paced environment.
- Provide ongoing coaching and operational support to reinforce learning and build sustainable capability across teams, with a focus on field-based and regionally located kaimahi.
- Design and lead learning programmes that enable successful system adoption, support cross-functional collaboration, and drive uplift in technical capability across News and Audio.
- Understand editorial quality focus areas and collaborate with experts to support the delivery of key learning initiatives.
- Be available for kaimahi where they are based to meet their individual training needs and RNZ technical training objectives, including travel across our key sites and regionally to coach and facilitate workshops.

Ōu Pūkenga - About You

Qualifications	• Qualification in training, coaching, or a related discipline, or equivalent experience gained through practical application. • Experience within a media, broadcast, or content production environment.
Knowledge & Experience	• Proven experience designing, delivering, and measuring technical training for employees at all levels, with a strong focus on building capability in systems and tools • Knowledge of adult learning principals, including instructional design, and best practice learning methods • Experience and confidence using a range of learning approaches, including online and blended learning, to support effective systems adoption. • Strong understanding of L&D practices, systems capability, and evolving technology trends within a media environment, applied in a practical, operational setting • Experience working with, or a strong understanding of, media, broadcast, or content production environments (preferred), with an appreciation for the role systems capability plays in delivering high-quality content. • Confidence in facilitating and presenting to senior members of kaimahi, including executives
Skills	

	• Excellent communication skills both verbal and written - you'll love consulting with a wide variety of people • Drive execution – translate strategic priorities into operational reality • Ability to identify opportunities for improving capability and ensuring our kaimahi are equipped with the skills they need to succeed • Demonstrates composure and resilience, with the ability to perform effectively under pressure. • Passionate about connecting with kaimahi to ensure learning is relevant, engaging, and applied in the workplace. • Skilled at translating technical information into clear, accessible, and practical learning solutions
Personal Attributes	• An excellent communicator with the ability to maintain and nurture key relationships • Quickly adapts to need for change and is flexible in approach • Strong outcome orientation • Collaborative team player • Displays high energy, commitment and passion • Resilient • Recognises the value of cultural and community diversity

Te Arurea - Our Culture

RNZ Attitudes

RNZ Attitudes are all about how we work. These attitudes are how we demonstrate our culture through our everyday actions, behaviour and decisions. They drive how we do things, what we value and what's expected of us. They exist so that RNZ is a culture for everyone to enjoy and flourish in.



We're bold and think big. We find a way to make things happen. We learn best by doing. We believe that trying and failing is better than not trying at all.



We deal with problems or new tasks with energy and creativity. We try new things, we evolve and we move fast.



We encourage people to flourish. we extend love and compassion to others and nurture relationships. We have collective strength and cherish individuality.