POSITION DESCRIPTION

Position: **SERVICE DESK TECHNICIAN**

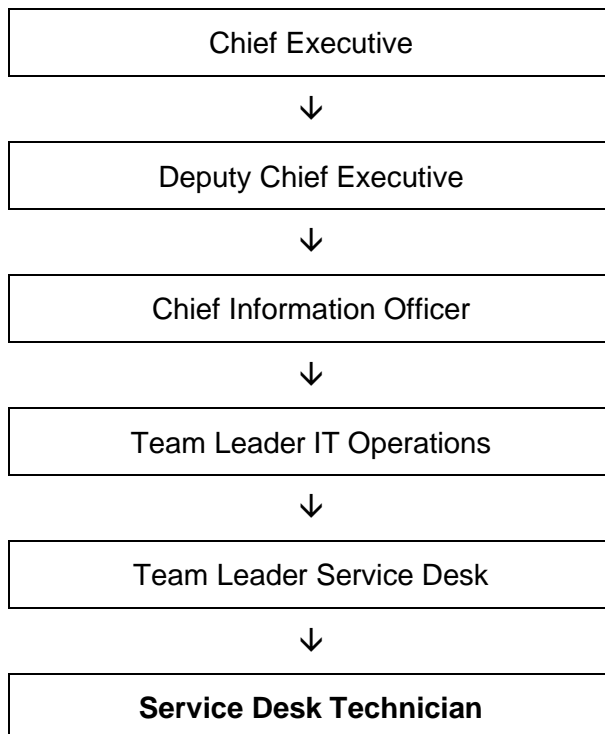**Team:**   Information Management & Business Transformation

Group: Corporate

Responsible To: Team Leader Service Desk

Responsible For: NIL

Organisational Context:

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│         Chief Executive          │
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┌─────────────────────────────────┐
│      Deputy Chief Executive      │
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│    Chief Information Officer      │
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┌─────────────────────────────────┐
│     Team Leader IT Operations    │
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┌─────────────────────────────────┐
│     Team Leader Service Desk     │
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│     Service Desk Technician      │
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Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together
- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others
- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference
- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing
- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:
- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Corporate Group. The Group includes Information Management & Business Transformation (IMBT), Risk, Finance, Procurement & Corporate Services.

As a Service Desk Technician, you will play a key part in providing effective IT support & service delivery to meet the needs of Hastings District Council. Reporting to the Team Leader Service Desk, you will be responsible for delivering high-quality technical support, incident resolution and service request fulfillment to the users of our IT systems.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
    - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
    - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
    - Promptly and accurately report and record any workplace injuries and incidents.

- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.

- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.

- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

IT Systems Support
- Provide level 1 and some level 2 technical support.
- Perform hands-on user support, including troubleshooting an extensive variety of hardware and software issues.
- Provision and configure user accounts. Assist with system installations and upgrades.
- Assist with the ongoing development of standards and processes, applying these to monitor, report, resolve or escalate issues.
- Contribute to the creation of support documentation ensuring knowledgebase solutions are reviewed regularly and kept up to date.

Incident & Service Request Fulfilment
- Triage all incident and service requests within our IT Service Management (ITSM) system.
- Ensuring all requests are logged and categorised with detailed, accurate information.
- Resolving incidents and fulfilling service requests to a high standard and in a timely manner meeting SLA targets.
- When necessary, escalating requests to the appropriate support teams for action/completion.

Customer & Relationship Management
- Build and maintain positive relationships with our customers, ensuring their satisfaction with IT services.
- Communicate effectively with users, keeping them informed about incident and service request status, resolution progress and service changes.
- Foster a customer-centric culture. Empowering our users and promoting self-service capabilities through training, advice, and education on IT best practices.
- Develop meaningful relationships with vendors and contractors to achieve shared outcomes and ensure project success.

IT Asset Management
- Configure and deploy IT equipment to users.
- Coordinate the procurement and acquisition of IT assets that meet organisational needs and comply with business standards.
- Ensuring all end-user IT assets are accurately recorded throughout its entire lifecycle from procurement to disposal.
- Utilising device management tools and associated technical controls to effectively monitor, manage and secure all end-user devices.
- Support the administration of licensed software and applications.

IT Infrastructure & Cyber Security

- When required, support the wider IT Operations team with planning, testing and implementing necessary IT network and system changes. This also includes playing a key role in any major projects.
- Assists in the investigation and resolution of issues relating to access controls and security systems.
- Championing and promoting cyber security protocols and best practices across the organisation, emphasising the important role every user plays.

Health, Safety & Wellbeing

- Support the culture of safety and wellbeing within your team.
- Take responsibility for your own health and safety.
- Ensure your own actions keep yourself and others safe.
- Identify, report, and assist to eliminate hazards/risks in workplace.
- Participate in workplace wellbeing initiatives.

Emergency Management

- Participates in civil defence emergency management (CDEM) events when required.
- Regularly engages in emergency management training and exercises to ensure readiness and effective response during an event.

Important Functional Relationships

External	Internal	Committees/Groups
• Hardware suppliers	• IMBT Team	
• Software suppliers	• HDC staff & contractors	
• Other service vendors	• Leadership Team	
	• Elected members	
	• Other assigned key stakeholders	

Person Specification

Qualifications

- Relevant tertiary qualification and/or experience in Information Technology, Computer Science, or a related field.
- Current Full Driver's License.

Knowledge/Experience

- 2+ years' experience working in a Service Desk or IT Support based role.
- Possesses extensive knowledge across a wide variety of hardware and software, with a proven track record in troubleshooting and resolving related issues.
- Experience with a Microsoft enterprise environment including the following technologies:
  - Windows operating systems and common desktop applications.
  - Mobile device operating systems including both iOS and Android.
  - Manage Engine Service Desk Plus or an equivalent IT Service Management system.
  - Microsoft O365 and SharePoint administration.
  - Microsoft Active Directory.
  - Microsoft Exchange.
  - Mobile Device Management
  - Unified communications.

Key Personal Competencies

- Commitment to customer satisfaction and providing quality service.
- Outstanding communication skills, both written and verbal.
- Ability to develop and maintain positive relationships with team members, customers, and other various stakeholders.
- Capable of working independently or collaboratively in a team.
- Problem solving and analytical skills.
- Ability to work well under pressure and in a fast-paced corporate environment.
- Strong time management skills with the ability to manage multiple tasks simultaneously and meet deadlines.

Personal Attributes

- Honest and trustworthy.
- Highly motivated and reliable.
- Adaptable and flexible. Embraces change.
- Proactive. Challenges the status quo and seeks opportunities for improvement.
- A friendly, sincere, and empathetic personality with a good sense of humour.