

Support Desk Technician

Purpose | Te arotahi mātua

The Support Desk Technician is responsible for working collaboratively and cohesively within the Digital Operations team to deliver the goals from the council's Digital Strategy, Technology roadmap and subsequent programme of work, providing excellent, friendly customer service and support to staff.

The role of the Support Desk Technician is to provide general information technology support to users to ensure the effective and efficient operation of information technology systems in line with the Digital Strategy and Roadmap.

The role is responsible for helping users by troubleshooting problems through diagnostic tests and remote access to their computers and provide support, including new equipment set-up for new starts.

Role dimensions | Te ahū mahi

Responsible to: Digital Operations Lead
Responsible for: Nil
Primary location: Stratford, although travel throughout the region maybe required as part your daily duties

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

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| Customer support | <ul style="list-style-type: none">• Provide customer service and IT support on all systems and applications to users.• Develop a thorough understanding of IT systems to allow for involvement in the development and enhancement of these systems.• Hardware builds and setup (including mobile devices).• Systems administration, AD, AAD, Exchange, Citrix.• New user setup, changes to users as required.• Provide support and assistance in relation to all hardware and software queries/problems.• Understand, develop, maintain and document policies and procedures in relation to IT systems and applications.• Communicate best practice and changes to best practice for IT systems and applications across all users.• Escalate any problems quickly to the systems team or team lead when identified. |
| Documentation and SOPs | <ul style="list-style-type: none">• Our systems have an adequate level of documentation.• We have appropriate SOPs: Standard operating procedures for systems and processes.• Change management principles are followed. |
| Safe and secure | <ul style="list-style-type: none">• Role model appropriate IT security behaviour.• Educate users around the basics of security including system use.• Ensure system security is maintained.• Escalate when systems security is compromised or in danger. |
| Skills and training | <ul style="list-style-type: none">• Maintain professional and technical knowledge personally through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups. |





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

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| Qualifications | <ul style="list-style-type: none">• A tertiary qualification in IT support or a field that is relevant to this role is required. |
| Experience | <ul style="list-style-type: none">• At least two years' experience in a support role preferably in a large and complex environment.• Experience dealing with IT problems and customers.• Have technical and practical proficiency and competency relevant to this role's specialisation. |
| Skills | <ul style="list-style-type: none">• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with He Pukenga Ara Skills Pathway, and a summary table is included in Appendix 1.• MS Azure administration.• MS O365 administration.• Windows 10/11 installation/administration.• A total customer-focus approach to providing excellent support services.• Effective communication skills.• Sound analytical and problem solving skills.• Excellent interpersonal skills, including the ability to train others.• Ability to think laterally, multitask and self-manage.• Attention to detail and good time management. |
| Knowledge | <ul style="list-style-type: none">• Comprehensive knowledge of systems, methodologies, techniques and technology in a Microsoft Windows environment.• Comprehensive knowledge of PC hardware and networking.• Working knowledge and experience in relation to the Microsoft Office 365, Exchange Online, Azure, Citrix and VoIP solutions.• Working knowledge of ITIL methodologies.• Working knowledge of Cyber Security. |
| Personal attributes | <ul style="list-style-type: none">• Self-motivated• Adaptable• Strong initiative• A can-do attitude• Self-awareness• Customer first mentality – Drive to put the customer at the centre of everything they do• Growth mind-set – Able to self-reflect, challenge the status quo and grow |



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - All Taranaki Regional Council staff
 - All Digital Technology team members
- External**
 - Other Regional/District Councils
 - IT vendors
 - Service providers

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mihana

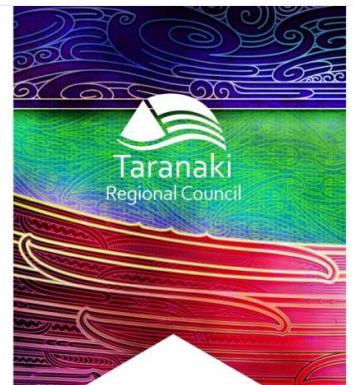
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



Our health and safety | Tō tātou Hauora me te haumaru

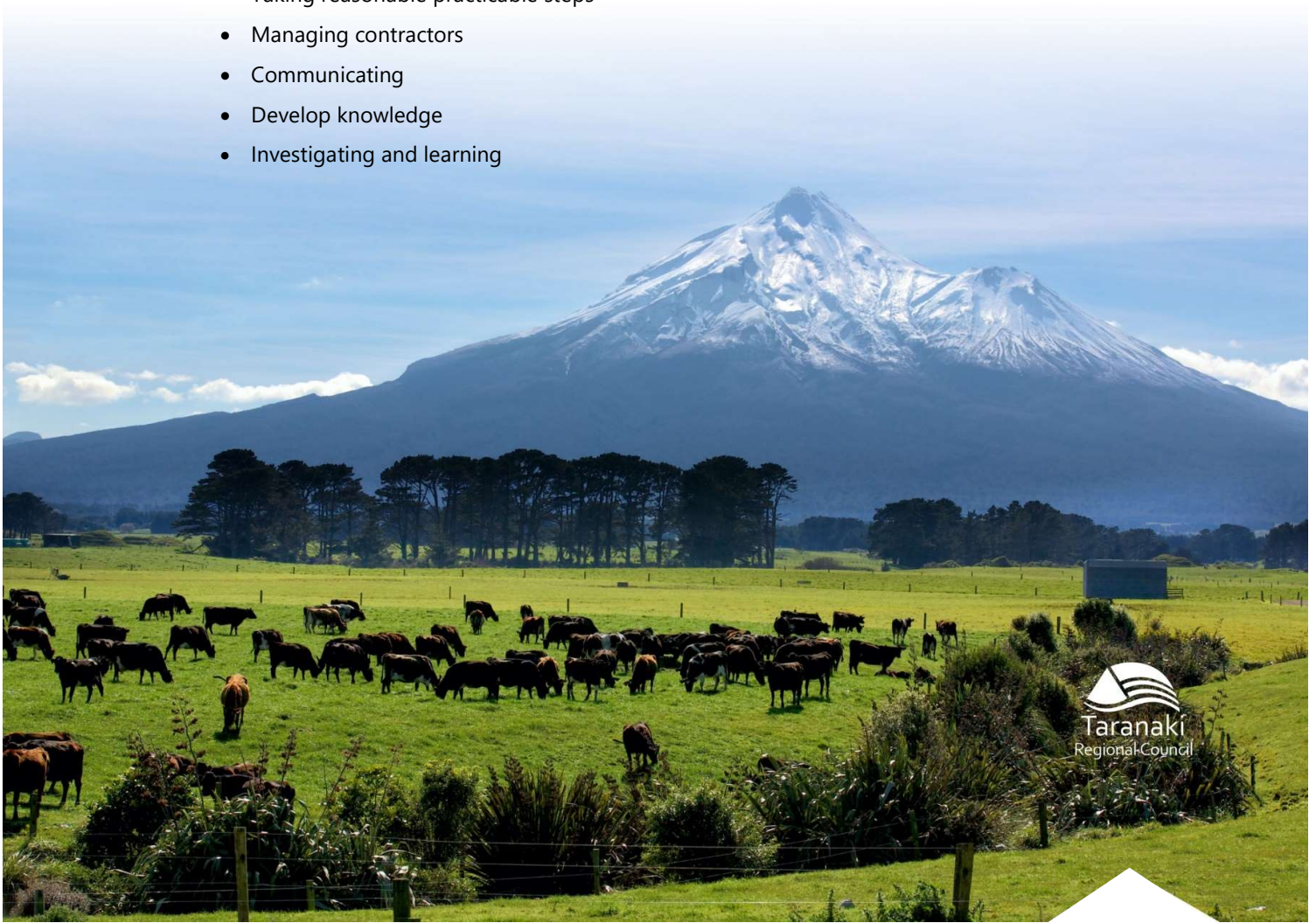
The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- 1 The safety of our people and the communities in which we operate always comes first.
- 2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"> • Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none"> • Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	<ul style="list-style-type: none"> • Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	<ul style="list-style-type: none"> • Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none"> • Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	<ul style="list-style-type: none"> • Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	<ul style="list-style-type: none"> • Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment