

Systems Support Technician - Auckland

Function:	Digital
Reports to:	Digital Support Team Leader (Tairāwhiti)
Location:	Auckland
Arrangement:	Full-time, permanent
Date:	July, 2026

Pūtake | Purpose

As a Systems Support Technician reporting to and supporting the Digital Support Team Leader (Tairāwhiti), you will provide level 1 and 2 technology onsite support at the EIT Auckland campus and remote support to the Tairāwhiti (Gisborne), Hawke's Bay (Taradale) campuses as well as EIT regional sites. This includes troubleshooting and resolving issues relating to Digital approved end-user hardware, operating systems, wireless and wired network connectivity, approved EIT application support and service requests logged through the Digital Support Desk.

The role may support Digital initiatives and projects that enhance the learning experience for ākonga (students) and kaimahi (staff).

Working alongside the Digital Support Team Leader (Tairāwhiti), you will ensure all support incident and troubleshooting activities are logged via the service desk ticketing system and ensure service levels are met.

As a primary technical resource at the Auckland campus, you will ensure that services and equipment are maintained and operational in alignment with the EIT Digital standards and support communication between Auckland campus kaimahi and ākonga.

Ngā Whanaungatanga | Working Relationships

Internal:	Digital, Finance, People Culture & Wellbeing, EIT ākonga and kaimahi
External:	Computer Hardware / Software / Services Suppliers

Mana Whakahaere | Resource Delegations

Financial:	Not applicable
People:	Not applicable

Kawenga Mahi | Accountabilities

Service Desk:

- Log and process incidents logged by customers in the service desk software.

- Provide front line phone support functions as rostered.
- Complete general service desk functions as rostered and or allocated by the Digital Support Team Leader (Tairāwhiti).
- Work on the “night technician” shift as rostered by the Digital Support Team Leader (Tairāwhiti). (Night technician hours can start as late as 1:00pm and end at 9.00pm to support service offerings into the evening).
- Be available for on-call duties as required from time to time.
- Proactively log into support desk system to support the Digital Support Team Leader (Tairāwhiti) with reviewing and allocating jobs.
- Produce timely and accurate service desk reports.
- Monitor and report on scheduled overnight or recurring digital services to ensure operational continuity and early detection of issues.
- Provide approved support and information to all users of Digital services regarding the proper use of technology, including hardware and software.
- Able to work through complex technical requirements with customers to agree and deliver appropriate solutions.
- Able to support and mentor others in dealing with complex or difficult relationships.
- Able to work with vendors in the areas of support, asset management, and collaboration while maintaining good relationships.

Technical support:

- Respond to technology related problems as allocated by the Service Desk, Digital Support Team Leader (Tairāwhiti) or Digital Leadership and coordinate these incidents from start to completion ensuring a timely and satisfactory resolution has been reached.
- Be proactive in analysing problem areas and identifying improvements to reduce the support overhead of our user base.
- Deploy technology solutions as per Digital schedules.
- Coordinate, moves and installation of equipment as per Digital schedules.
- Create and maintain technology documentation within approved Digital standards.
- Provide advice, support and training for kaimahi on areas of technology supported by Digital
- Support problem management activities, identifying and recommending areas of improvement to the Digital Leadership team.
- Able to work flexibly to ensure success of projects to enhance customer relationships and satisfaction.
- Be the primary technical contact and resource for Digital services at the Auckland campus, supporting the troubleshooting of complex technical issues with the wider Digital team.
- Able to troubleshoot and diagnose network and Wi-Fi issues from the end-user perspective and provide feedback to Engineers.
- Follow industry best practices and EIT policies and procedures on Cyber-Security.
- Support troubleshooting and training of kaimahi for audio and video technology in teaching and learning spaces.

Maintenance:

- Assist with the maintenance and troubleshooting of technology solutions, including hardware and software at the EIT Auckland campus.
- Complete daily, weekly, monthly, quarterly and yearly tasks as assigned by the Digital Support

Team Leader (Tairāwhiti).

Collaboration and capability development:

- Foster information sharing within Digital and between kaimahi and groups who are using information technology.
- Deliver cross training to other kaimahi in the Digital team.
- Actively contribute towards a positive culture in Digital.
- Support and contribute to upgrade projects alongside other Digital kaimahi.
- Provide technical mentoring and knowledge sharing for kaimahi in Digital.
- Provide quality and proactive advice to assist Digital leadership with technology planning, service improvement, and strategic decision making.

Other:

- Perform necessary documentation duties
- Complete the annual appraisal process with the Digital Support Team Leader (Tairāwhiti), and work through appraisal process, negotiating a professional development plan and attending relevant courses to update job skills where required.
- Operate Institute policies and procedures as appropriate and ensure that all activities reflect the philosophy and procedures of the Institute's QMS.
- Contribute to Corporate Services as a team member and attend Corporate Services Section and other Institute meetings as required.
- Promote a safe work environment through compliance with the Institute's Health and Safety policy and procedures.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- 1 - 3 years of experience in IT service delivery experience.
- Working knowledge of Microsoft products including Windows 10/11, Microsoft 365

Administration, and Azure AD / Entra ID.

- Exposure to or experience supporting and automating endpoint deployment tools in Windows such as Microsoft SCCM and Microsoft Intune.
- Demonstrate practical experience working within ITIL-aligned support desk environments.
- Awareness of operational cyber security practices relevant to endpoint, identity, and end-user support roles.
- Experience with foundational wired and wireless troubleshooting.
- Experience with scripting tools such as PowerShell
- Experience supporting accessibility and assistive technologies in an end-user environment.
- Strong skills in creating and maintaining both technical and user documentation.
- Strong analytical problem-solving skills.
- Excellent communication and interpersonal skills.
- Relevant tertiary qualification and/or industry certifications (e.g., MCP, M365, ACSP).
- Holding a New Zealand full car driver license would be an advantage.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākonga, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākonga and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
Document Name	Position Description
Document Number	HG184
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Developer	People and Culture Advisor
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