

APPENDIX ONE:
Job Description



POSITION TITLE:	Technical Support Analyst
LOCATION:	Technology Department, Auckland
REPORTS TO:	Infrastructure Manager

POSITION SUMMARY

The key focus of this role is to provide primarily 2nd level support within the Infrastructure and Service Delivery Team, manage third party Vendors to deliver best practice service to its customers and achieve the requirements of the ITS SLA with the Business across CIP's ICT services.

ICT services encompass an infrastructure inclusive of Virtual and physical Desktops and Servers, Cloud IaaS/PaaS/SaaS, Bespoke and Standard Applications, Network and Telecommunications areas. The role's responsibilities include the implementation, configuration, control, maintenance, troubleshooting and resolution of these infrastructure areas and management of 3rd party vendors to ensure maximum availability of these ICT services to the business users in alignment with the IT SLA with the business. The ongoing management and maintenance of the desktop images utilising provided tools (e.g. SCCM / Intune / CITRIX) across the business is also a key duty.

Asides from supporting users in CIP's desktop technology and Applications, direct desktop support to PC and Laptop users is also a key feature of this role, as is End user training and answering 'How do I?' queries from business users.

This role is also expected to assist in asset management, contract management, procurement and general administrative duties including the up-keep of support documentation in support of the services provided by the team.

KEY RESPONSIBILITIES

- 2nd Level Support of organisation's WAN, LAN and (Server) Infrastructure and security:
 - o Management and maintenance of configuration tools and images across CIP, including patch deployment and image updates utilising SCCM/Intune or similar and ongoing management of Virtual desktop services (CITRIX).
 - o Configuring, monitoring, and maintaining Microsoft Azure and other Vendor IaaS/PaaS/SaaS services.
 - o Configuring, monitoring and maintaining Cloud services, e.g. Office365, MS365, Azure AD, SharePoint, Intune, Teams.
 - o Assist in the installation, upgrade, and configuration of network printing, directory structures, rights, and security directly or by liaising with 3rd Party Vendors.
 - o Liaise with 3rd party vendors to perform network and hardware troubleshooting to isolate and diagnose common network problems and ongoing development.
 - o Liaise with 3rd parties for resolution of faults, where necessary.
 - o Assist with operational duties as required.
- Service Desk Support & Escalations (1st / 2nd Level support)
 - o Respond to incident requests assigned through the Service Desk escalation process.

- o Maintain accurate incident records and notes in the service desk system in line with SLA requirements.
 - o Provide all users with technical support including Desktop support
 - o 1st and 2nd level application support as required including specialist support for all CIP business applications.
 - o Ensuring all issues are logged in the Service Desk system
 - o Follow all Infrastructure and Service Delivery Team processes as required
 - o Provide support and management of the CIP mobile services
- Undertake Procurement and Asset Management as required for provision of ICT services in the organisation.
- Back-up and Disaster Recovery services:
 - o Liaise with 3rd Party Vendors over the on-going provision of CIP's Back-up systems utilising Back-up as a Service functions and features.
 - o Perform restoration of files as required by the business
 - o Assist in the management and testing of the Craigs Business Continuity Plan, in alignment with the Vendor's Disaster Recovery as a Service contractual obligations.
- Provide System monitoring:
 - o Proactive monitoring and management of servers and major IT system and performance management.
 - o Immediately flag any issues for further investigation or resolve as appropriate by performing second level troubleshooting to isolate and diagnose common problems.

ON-CALL DUTIES AS ROSTERED

- Afterhours support as documented in the Craigs IT SLA document. After-hours support requires availability within the timelines provided in the SLA document on a rostered basis.
- Available outside of normal working hours as required for operational duties (including but not limited to BCP tests, server upgrades, patch installs, project work etc).

CONTINUOUS IMPROVEMENT

- Process improvements and recommendations to enhance service desk operations
- Prepare, update and/or contribute to user guidelines, processes, and policies, and other related documentation
- Involvement in the Infrastructure and Service Delivery Team's continuous improvement plan

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification or disclosure.
- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.

- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

PERSON SPECIFICATION

Qualifications	• IT qualifications or relevant equivalent work experience • Current New Zealand drivers' licence – must be at least a restricted licence (can not be a learners licence)
Knowledge/Experience	• Service Desk or ITS Support experience 3+ years • Financial services experience (desirable)
Key Skills and Attributes	• Excellent time management and organisational skills • Strong written and verbal communication skills • Ability to work well under pressure • Problem solving skills

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

	NZX PARTICIPANT RULE	LEGISLATION	CIP POLICY
3.24	Market Participants – Information Barriers	Financial Markets Conduct Act 2013	Information Barriers Policy
9.2	Client Advising – Required Client Information	Anti-Money Laundering and Countering the Financing of Terrorism Act 2009	Anti-Money Laundering
8.1	General Obligations - Conduct of Market Participants and Advisers	Code of Professional Conduct for Financial Advice Services	Code of Conduct
8.3	General Obligations - Confidentiality of Information	Privacy Act 2020 Code of Professional Conduct for Financial Advice Services	Code of Conduct Confidentiality Policy Privacy Policy
9.1 15.10	Client Advising - Duty of Care General Trading Obligations - Conflict Management Procedures	Code of Professional Conduct for Financial Advice Services	Code of Conduct Conflicts of Interest Policy Vulnerable Clients Policy
10.2 15.6	Trading - General Obligations - Market Manipulation General Trading Obligations - Suspected Insider Trading	Financial Markets Conduct Act 2013	Code of Conduct Insider Trading Policy
15.7	General Trading Obligations - Client Complaints	Code of Professional Conduct for Financial Advice Services	Complaints Handling and Disputes Resolution Policy
21.7	NZX Powers - Market Participants Obligation to Report	Protected Disclosures Act 2000	Whistle Blowing Policy Breach and Incident Policy
10.5	Trading - General Obligations – Prescribed Person Trading	Financial Markets Conduct Act 2013	Employee Trading Policy

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/participant-rules>

CIP policies can be found on the Staff Intranet.