



Position Description

Technical Services Support

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Commercial in Confidence

catalyst 
Freedom to innovate

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Table of contents

1	Technical Services Support.....	1
1.1	About the role.....	1
1.2	What you are accountable for.....	1
1.3	Skills and Requirements.....	3
1.4	Competencies.....	3

1 Technical Services Support

Department: Internal Technical Services

Reports to: Technical Services Support

Location: Wellington

Direct reports: None

Competency level: Junior - Intermediate

1.1 About the role

The role is key to ensure that the rest of the teams at Catalyst have working hardware and software.

1.2 What you are accountable for

1. Assisting Catalyst staff with their hardware and software.

Accountable for	Successful when
Addressing support requests promptly.	Confidentiality is maintained at all times.
Assisting new staff at Catalyst setting up their Ubuntu environment.	Both verbal and written communications are clear, concise and accurate.
Reacting swiftly to changing requirements and timelines.	Manager and other staff provide positive feedback on communication style.
Maintaining the life cycle of our 'Desktop' hardware (commissioning, recommissioning, decommissioning/disposal).	Support requests are triaged, acknowledged, and resolved within agreed team timelines, showing adaptability to shifting priorities and urgent team needs.
Responding to queries and work requests from existing staff regarding any problems they may have with their desktop environment, or pointing them in the right direction if it falls outside your scope.	Hardware and desktop environments (including Ubuntu configurations and workstation moves) are executed seamlessly with minimal disruption to staff productivity
Supporting OS and desktop applications.	Catalyst staff report high levels of satisfaction with ITS service, driven by helpful communication and efficient work flow management.

Accountable for	Successful when
Writing documentation as required.	
Working on internal infrastructure and projects where appropriate.	
Assisting people move desks.	

2. Managing Catalyst resources.

Accountable for	Successful when
Managing Meeting Room hardware such as meeting room PCs and projectors.	Catalyst IT assets, meeting room AV hardware, and printer fleets are actively managed and maintained to ensure peak operational readiness.
Managing printers and liaising with external suppliers when required.	Your documentation is accurate and easy to follow.
Maintaining User Documentation in our internal Wiki and systems.	You model appropriate behaviour that represents Catalyst and Catalyst's values in all engagements.

3. Working with your manager and other senior team members towards your continual learning and development.

Accountable for	Successful when
Learning new technologies and frameworks as required.	New and relevant knowledge or experience is gained via training or work experience, and is actively brought in to your day to day work.
Setting goals and targets for the further development of your career.	Agreed professional growth targets and performance goals are consistently achieved within agreed time frames.
Participating in relevant training.	
Taking on new and variable tasks as your role develops, as directed by your manager and mentor.	

1.3 Skills and Requirements

- Good understanding of Linux, particularly Ubuntu
- Previous experience with a range of open source software
- Good troubleshooting, processes and documentation skills
- Customer focussed and committed to supporting people succeed

1.4 Competencies

- Develop and maintain multiple work streams simultaneously while remaining detail-orientated
- Understand team goals and help the team to meet them
- Attention to detail and follow through on assigned responsibilities and work requests
- Communicate well, both written and verbally
- Collaborate with Catalyst staff in generating ideas and work opportunities