



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Management Ltd	Date	August 2026
Title	Systems Support Engineer	Reports to	Group Manager – Security and IT Operations
Team	Security and IT Operations	Location	Queenstown, New Zealand

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The Systems Support Engineer provides hands-on technology support and administration across Skyline's global environment. The role supports Microsoft 365, identity, Intune, endpoints, infrastructure and point-of-sale systems, resolving a broad range of issues and coordinating complex matters with specialist engineers and vendors.

Our Strategic Goals

DELIVER:

Target ROI from all
SEL Business units

INVEST:

In high potential
businesses in
outstanding
locations

OPERATE:

An efficient, agile
and sustainable
business

EMPOWER:

Empower our people
to deliver real fun

Our Values and Culture

Skyline is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



Scope of Role

A broad systems support role combining customer support, platform administration, endpoint management and operational technology support across Skyline's global sites.



skyline.co.nz

Responsible for	No direct reports	Peers	Service Desk Analysts, Systems Engineers and Security Engineers
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Key Relationships

Internal	• Employees and managers across Skyline • Security and IT Operations • Business systems, project and site teams • People and Capability	External	• Technology and support vendors • Microsoft and managed service partners • POS, payment and telecommunications providers
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Key Accountabilities and Tasks

Description

- Provide responsive, customer-focused technology support to Skyline employees across New Zealand and global sites.
- Take ownership of incidents and service requests from initial contact through to resolution or effective escalation.
- Respond to and investigate security alerts and incidents escalated by Skyline's Managed Security Operations Centre (SOC)
- Maintain a security-first mindset by adhering to Skyline security policies, identifying potential risks, and promoting secure technology practices across the business.
- Troubleshoot hardware, software, business applications, user accounts, connectivity, printing and peripheral issues.
- Administer Microsoft 365 services, including Exchange Online, Teams, SharePoint, OneDrive and licensing.
- Manage user identities, authentication and access through Microsoft Entra ID and Active Directory.
- Support onboarding, role changes and offboarding by maintaining accurate accounts, groups and permissions.
- Manage Windows, macOS, iOS and Android endpoints using Microsoft Intune and approved management platforms.
- Support device enrolment, compliance, configuration profiles, application deployment and remote-management activities.
- Prepare, configure, deploy, maintain and retire laptops, desktops, mobile devices, POS workstations and peripherals.
- Monitor endpoint health and investigate failed updates, non-compliant devices and security-related issues.
- Provide technical support for POS systems, payment peripherals, printers, scanners and operational site technology.
- Complete initial diagnosis for complex incidents and coordinate resolution with engineers, application owners, vendors and site teams.



- Support global sites through remote assistance and planned international travel (2-4 Weeks per annum) for deployments, upgrades and operational-readiness activities.
- Contribute to technology projects, testing, rollouts and continuous improvement initiatives.
- Maintain technical documentation, knowledge articles, support procedures and escalation information.

Knowledge, Experience & Qualifications

Essential	• Experience in IT support, systems support or technical operations. • Working knowledge of Microsoft 365 and modern endpoint management. • Logical troubleshooting, clear communication and strong customer service. • Good documentation, organisation and attention to detail. • Available to work Thursday to Monday. • Comfortable with regular international travel of approximately four weeks annually.	Desirable	• Experience with Intune, Entra ID, Active Directory, Defender for Endpoint or Autopilot. • Experience with Windows Server, networking, PowerShell, POS platforms or multi-site environments. • Relevant Microsoft or industry certification.
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Person Specification / Key Attributes

Essential	• Customer-focused and approachable. • Curious, practical and willing to learn. • Takes ownership and follows through. • Calm and methodical under pressure. • Collaborative and comfortable asking for help. • Security-conscious and trustworthy.	Desirable	• Comfortable working independently while travelling. • Adaptable across different sites, cultures and business needs. • Interested in developing broader systems, cloud, security or infrastructure capability.
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Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:	
Employee Signature:	
Date:	

