

Job Description – Technology Systems Support Specialist

MASH Trust is an innovative provider of health and disability support services based in Palmerston North, supporting 2,000+ people and whānau.

Our services are offered through day programmes, support within MASH homes, and support in the community.

We operate throughout the lower North Island in Wellington, Kapiti, Horowhenua, Manawatu, Whanganui, and Hawkes Bay.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
- Communication – Communicate with an open mind and heart
- Mana – Recognise and promote the mana and strengths of the individual
- Opportunities – Take opportunities to learn and grow together
- Believe – Believe that together we will make a difference
- Fun – Make fun a goal

Overview

Reports To:	Information Systems and Technology Manager
Direct Reports:	Nil
Delivery Area:	Information Systems and Technology
Location:	180 Cuba Street, Palmerston North (with travel to other locations as required)
Hours:	Full time 40 hours per week / 80 Hours per fortnight with rostered on call
Delegations:	Nil
Salary Band:	\$65,280.00 – \$81,600.00

Role Purpose

The Technology Systems Support Specialist plays a key part in maintaining and optimising networks/systems & devices, IT&S infrastructure and contributing to the smooth functioning of MASH Trust IS & T operations. The role will provide focused support and guidance, in an enabling manner, to managers and staff.

MASH Trust delivers a range of housing support, community support services, social networking hubs and specialised services for people with disabilities, mental health, addiction and offending across the Central Region.

MASH Trust facilitates and actively promotes quality of life by attending to the physical, mental, spiritual, and social health of people, their whānau and their communities.

The IST & T Team supports service delivery for the whole organisation. The IS & T Team reports to the Chief Financial Officer who is a key member of the MASH Executive Leadership Team. IS & T

partners with other business units to embed strategic programs into MASH's business-as-usual activities. It also works with leaders in Operations to support the delivery of frontline strategic goals. We want MASH to be efficient and effective. Above all we want to deliver our work within a positive, supportive and collegial culture.

By leading for the future, living the MASH values, delivering excellent support and being connected with stakeholders, this role will contribute to the continued growth of MASH's reputation and influence.

In this way the Group provides oversight and support to organisational change processes.

Key Relationships

Internal:

- Information Systems and Technology Manager and Chief Financial Officer
- IS & T Team members
- Other MASH managers and staff

External:

- Hardware, software and technology vendors
- Contractors, suppliers and other stakeholders supporting service delivery
- Health sector organisations and MASH partners

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Incident & Request Management	Provide level 1 and level 2 support for hardware, software, and systems via the Service Desk. Log, prioritise, diagnose, and resolve incidents and service requests within agreed SLAs. Escalate and collaborate with senior team members where required. Communicate progress and outcomes clearly to end users.	Incidents and service requests are resolved efficiently and consistently, minimising disruption and maintaining a positive user experience.
Endpoint & Access Management	Deploy, maintain, and support end-user devices including laptops, mobiles, and peripherals. Manage user accounts, permissions, and access in line with security policies. Maintain accurate asset and configuration records.	End-user technology is secure, reliable, and correctly configured, enabling staff to work safely and effectively.

Key Area of Responsibility	Tasks	Performance Measures
Back Office Support and Management	Manage, maintain, and support core technology systems including servers, cloud platforms (e.g. Azure etc), and infrastructure services (e.g. networks, back-office management tools etc). Administer system configurations, updates, monitoring, and performance to ensure stability and security. Support back-office operations including identity services, data management, and system integrations.	Back-office systems are secure, stable, and efficiently managed, ensuring reliable operations and enabling the organisation to function effectively.
Problem & Continuous Improvement Support	Identify recurring incidents and contribute to root cause analysis. Recommend improvements to reduce repeat issues and improve service quality. Participate in service reviews and improvement initiatives.	Underlying issues are reduced over time through proactive analysis and continuous improvement of IT services.
Knowledge, Documentation & Governance	Create and maintain up-to-date support documentation, procedures, and knowledge articles. Follow IS&T governance, security, and compliance standards. Contribute to shared knowledge across the IS & T Team.	Consistent, well-documented processes support reliable service delivery, reduced operational risk, and improved team capability.
Stakeholder & Customer Engagement	Deliver professional, customer-focused support aligned with MASH Trust values. Provide guidance to users to improve technology use and self-service capability.	Strong relationships and clear communication improve user confidence and satisfaction with IS & T services.
Vendor Management	Liaise with application vendors and service providers to resolve issues and deliver enhancements. Manage vendor support tickets and escalate where required. Coordinate upgrades, patches, and vendor-led changes. Ensure vendor deliverables meet agreed service levels and expectations.	Vendor relationships are effectively managed to ensure reliable support, timely issue resolution, compliant system updates, and delivery of services that meet agreed performance and business expectations.

Key Area of Responsibility	Tasks	Performance Measures
Health & Safety Always	Work safely and take personal responsibility for keeping self and colleagues free from harm. Comply with organisational health and safety policies, procedures, and safe work practices. Identify, report, and escalate all incidents, accidents, near misses, and hazards promptly through appropriate channels. Understand and follow emergency procedures, including knowing what to do in the event of an emergency. Cooperate in the development and implementation of return-to-work or rehabilitation plans when required.	A safe and healthy work environment is actively maintained through responsible individual behaviour, timely reporting, and compliance with health and safety requirements, reducing risk of harm and supporting staff wellbeing and organisational resilience.

On Call Roster

The Technology Systems Support Specialist is required to participate in an after-hours on-call roster as part of the role.

While on call, the employee is responsible for providing timely support to MASH Trust employees in relation to urgent technology issues that arise outside normal Technology support hours (Monday to Friday, 8.00am to 5.00pm).

The guiding principle for out-of-hours support is: Out-of-hours support exists to respond to technology incidents that cannot reasonably wait until normal business hours because of their impact on service delivery, safety, security or critical business operations. Where an issue does not meet this threshold, the request should be logged through the normal IS&T support process and will be addressed during normal business hours.

Remuneration for participation in the after-hours on-call roster will be provided through an on-call allowance. Details of the allowance and any associated terms will be set out in the employee's individual employment agreement.

Travel

Travel to MASH sites across the lower North Island may be required.

Person Specifications

Core Competencies

<i>Decision Quality</i>	Uses judgement and analysis to resolve issues effectively. Makes sound decisions even when information is incomplete. Applies a balance of technical knowledge, experience, and reasoning. Considers risks, impacts, and priorities when determining solutions.
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<i>Business Insight</i>	Know how businesses work and how organisations deliver its services. Keeps up with current policies, practices, and trends in the organisation.
<i>Customer Focus</i>	Builds positive relationships with users and stakeholders. Delivers support aligned to user needs and expectations. Seeks to understand user challenges and provides effective solutions. Maintains a service-oriented and professional approach. Looks for opportunities to improve services and ways of working.
<i>Ensure Accountability</i>	Takes ownership of incidents, requests, and outcomes. Follow through on commitments and makes sure others do the same. Act with a clear sense of ownership. Take personal responsibility for decisions, actions, and failures. Establish clear responsibilities and processes for monitoring work and measuring results. Design feedback loops into work.
<i>Communicate effectively</i>	Shares information clearly, timely, and respectfully. Follows through on commitments. Is seen as direct and truthful. Keeps confidences. Practices what is preached. Shows consistency between words and actions.
<i>Instil Trust</i>	Picks up on situational cues and adjusts in the moment. Readily adapts personal, interpersonal, and leadership behaviour. Understands that different situations may call for different approaches. Can act differently depending on the circumstances

Experience & Skills

Job Specific Knowledge and Skills:

- Proven experience with Microsoft 365 including but not exclusive to; Entra ID, Intune, Teams, SharePoint and Windows operating systems.
- Strong troubleshooting capability across software, hardware, and networking.
- Experience using Service Management/Ticketing systems such as HALO.
- Experience supporting geographically dispersed workforces.
- Exposure to identity, device or endpoint management platforms.
- Excellent communication skills — phone, email, in-person.
- Customer-focused, organized, reliable, self-motivated and able to work under pressure or in time sensitive situations.
- Positive, respectful, can-do, enabling attitude.
- Ability to work independently on/off-site and during after-hours when on-call.
- Clear understanding of professional boundaries and responsibilities when working around sensitive or confidential data.

Cultural/Sector Experience:

- An understanding of cultural issues, tikanga and te Tiriti o Waitangi and its implications for MASH.
- Knowledge and understanding of the needs of people with disabilities and an empathy for the communities in which MASH operates

Qualifications

- Tertiary qualification in (Diploma/Degree) Information Systems or related discipline (desirable).
- NZ Certificates in Information Technology or similar (Levels 3–5).
- ITIL Foundation certification or similar.
- Vendor or industry-based ICT certifications

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____