



**We're Skyliners**  
Inspired by every smile.

## Skyline Management Limited

### Position Description (Schedule B)

<b>Company</b>	Skyline Management Ltd.	<b>Date</b>	21/03/2025
<b>Title</b>	<b>Service Desk Analyst</b>	<b>Reports to</b>	IT Operations Manager
<b>Team</b>	IT	<b>Location</b>	Queenstown

#### Our Purpose

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

The purpose of this role is to provide a high degree of customer service and frontline technical support for all Skyline companies both in New Zealand and offshore. Focused, predominantly on desktop support, user administration and general level 1 and level 2 technical support requests.

#### Our Strategic Goals

##### **EMPOWER:**

Empower our people to deliver real fun

##### **OPERATE:**

An efficient, agile and sustainable business

##### **DELIVER:**

Targeted ROI from all SEL business units

##### **INVEST:**

In high potential businesses in outstanding locations

#### 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



Direct Reports		Peers	
Operating dimensions		Authority	




### Key Relationships

Internal	• Skyline Enterprises Group	External	• Vendors
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### Key Accountabilities and Tasks

(Additional responsibilities and accountabilities that may be reasonably directed by the company from time to time).

	Description	Weighting
Customer Focus	<ul style="list-style-type: none"> <li>• Maintain a friendly, first-class level of customer service, ensuring all customers are treated efficiently and appropriately.</li> <li>• Take ownership of issues by conducting problem analysis to implement temporary or permanent fixes, aiming to restore service to customers as quickly as possible.</li> <li>• Assist all Skyline users with any logged IT-related incidents when requested.</li> <li>• Accurately record, update, and document requests using the IT service desk system.</li> <li>• Be a highly motivated team player with the skills and ability to manage changing priorities.</li> </ul>	
Collaboration	<ul style="list-style-type: none"> <li>• Work collaboratively with IT team members and other departments to support organisational goals.</li> <li>• Participate in team meetings and contribute to the continuous improvement of IT processes.</li> </ul>	
Operational	<ul style="list-style-type: none"> <li>• Manage email accounts, including account creation, administration, and distribution lists in Exchange Online.</li> <li>• Handle user account administration, including account creation, management, and password resets in Active Directory.</li> <li>• Track and manage hardware and software assets.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Provide end users with guidance on basic software, hardware, and peripheral device operation.</li> <li>• Take ownership and responsibility for queries, issues, and problems assigned within the Skyline Group.</li> <li>• Escalate issues and involve experts from vendors and the ICT team to ensure swift resolution.</li> <li>• Collaborate with other ICT team members on infrastructure, ICT initiatives, and projects.</li> <li>• Ensure all helpdesk interactions are logged and prioritised, escalating situations that require urgent attention.</li> <li>• Research solutions using available information sources and advise users on appropriate actions where necessary.</li> <li>• Participate in the selection and implementation of new technologies to enhance and improve IT infrastructure.</li> </ul>	
<b>System Maintenance and Support</b>	<ul style="list-style-type: none"> <li>• Assist with the installation and configuration of new hardware and software systems.</li> </ul>	
<b>Network and Security Support</b>	<ul style="list-style-type: none"> <li>• Monitor network performance, log incidents, and report them through the IT service desk system.</li> <li>• Support the implementation of security measures, including applying patches and updates to maintain system security.</li> </ul>	
<b>Documentation and Reporting</b>	<ul style="list-style-type: none"> <li>• Maintain accurate documentation of system configurations, procedures, and troubleshooting steps.</li> </ul>	
<b>User Support and Training</b>	<ul style="list-style-type: none"> <li>• Participate in training programmes, upskilling initiatives, and self-learning activities to enhance qualifications.</li> </ul>	
<b>Social, Environmental &amp; Governance Sustainability</b>	<p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><b>People</b> Caring for our people, our communities and our customers</p> </div> <div style="text-align: center;">  <p><b>Place</b> A light footprint on the land, guardians of our places</p> </div> <div style="text-align: center;">  <p><b>Prosperity</b> A value-driven responsible business</p> </div> </div>	
<b>Health, Safety &amp; Environment</b>	<p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> <li>• Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe</li> <li>• Conduct your work in a safe and reliable manner, adhering to Skyline's H&amp;S procedures</li> <li>• Champion and advocate H&amp;S where appropriate in your everyday interactions</li> <li>• Undertake H&amp;S administrative processes as required.</li> </ul>	

### Success Profile:

(use for Assessment and Development)

## Knowledge, Experience & Qualifications

(What people need to know and have done)

<b>Essential</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in Information Technology, Computer Science, or a related field, or 3+ years of experience in IT systems support or a similar role.</li><li>• Familiarity with Windows, macOS, and Unix-based operating systems, basic networking, and virtualisation.</li><li>• 2+ years experience with cloud services like AWS or Azure,</li><li>• Excellent communication skills and the ability to work effectively in a team environment.</li><li>• Experience with POS systems and relevant hardware.</li><li>• Experience with photography systems (e.g. Sniper, Magic Memories) and digital signage (e.g. MagicInfo, Samsung VXT).</li><li>• Familiarity with and adherence to the ITIL framework.</li></ul>	<b>Desirable</b>	<ul style="list-style-type: none"><li>• Experience with ROLLER POS.</li><li>• Experience with InTouch POS.</li><li>• Knowledge of EFTPOS and payment gateways.</li><li>• Basic scripting skills (e.g. PowerShell, Bash).</li><li>• Strong problem-solving skills and a proactive approach to learning and development.</li><li>• Certifications such as CompTIA A+, CCNA or Network+, or Microsoft MTA.</li><li>• ITIL certification.</li></ul>
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## Person Specification / Key Attributes

(What people are)

<b>Essential</b>	<ul style="list-style-type: none"><li>• Customer-Focused</li><li>• Detail-Oriented</li><li>• Analytical Thinker</li><li>• Proactive</li><li>• Team Player</li><li>• Reliable</li><li>• Strong Communicator</li><li>• Problem-Solver</li></ul>	<b>Desirable</b>	<ul style="list-style-type: none"><li>• Adaptable</li><li>• Continuous Learner</li></ul>
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## Key Competencies

(What people need to be able to do / can do to be successful in this role)

<b>Essential</b>	<ul style="list-style-type: none"><li>• Technical Aptitude</li><li>• Problem Solving</li><li>• Communication</li><li>• Teamwork</li><li>• Willingness to Learn</li></ul>
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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:	