Position Description

Technical Specialist

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable *the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.*

Our pursuit of excellence comes from the things we value the most:

- **Integrity –** we do the right thing all the time
- **Respect and Value–** we always respect and value our customers and our colleagues
- **Commitment –** we deliver service with commitment and care
- **Effective –** we measure service effectiveness
- **Efficient –** we always strive for efficiency

Position Overview:

The Technical Specialist will provide first and second level technical support for Hertiage Lifecare's 2000 employees at its facilities and support offices across New Zealand. This position will also involve, testing, documenting and implementing new and existing technology solutions, policies and processes across the business. This exciting position will work in a fast pace and rapidly growing environment that has fantastic opportunities to build and implement best practice architecture and solutions and be able to influence rapid change for Heritage Lifecare.

Reports to: Technology Support Manager
Functional Relationships:

- All staff within the facility
- External vendors and service providers
- All Support Office Functions
- External contractors
- 3rd level technical engineers

Key Accountabilities:

- Providing technical support via phone and email
- Technical documentation
- QRG (Quick Reference Guide) user documentation
- End user education
- Adhering to and maintaining SOE (Standard Operating Environment) across all sites
- Hardware replacement and repair
- Technical diagnosis, troubleshooting and resolution of faults
- Remote configuration and support of Cloud PABX solution
- Remote support of Windows, Android, Apple iOS devices
- Any other tasks as and when required.

Financial Authority

Nil

Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the client's strategy and approach. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Sets high goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws on skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome.
Deal with Ambiguity	Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Courage	Display professional courage by seeking feedback and listening, says what really needs to be said in a professional manner, communicates openly and frequently, embraces change, makes decisions and moves forward, gives credit to others and holds self and where appropriate others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identify transferable skills for current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.