Position Description

Service Desk Technician

Date	March 2026
Purpose of position	This role is responsible for: • Providing level 1 and 2 technical support to Port kaimahi to ensure reliable, secure and efficient operation of all technology systems. • Resolving incidents, fulfilling service requests, maintaining accurate records, and contributing to continuous improvement of IT services.
Reports to	• IT Service Delivery Lead
Key Relationships	• IT Team • Head of IT • All Port Otago kaimahi • External IT Vendors
Direct Reports	• Nil
Qualifications & Requirements	• 2+ years' experience in an entry level IT role, where support was provided in a Microsoft environment • Tertiary IT qualification (preferred) • Microsoft certification (preferred) • Information technology infrastructure library (ITIL) experience (preferred) • Strong problem-solving ability • Ability to prioritise and manage multiple tasks • High attention to detail • Effective verbal and written communicator • Enjoys working in a fast past, dynamic and reactive way • Passionate about learning and upskilling • Ability to communicate technical issues with non-technical kaimahi.

Core Responsibilities

Health & Safety	• Takes responsibility for own and others safety.
	• Follow all Port Otago Health and Safety guidelines and procedures.
	• Reports and escalates Health and Safety issues to IT Service Delivery Lead (everybody's responsibility in every situation).
	• Report all incidents, injuries and near misses accurately and in a timely fashion.
	• Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm.
	• Participates in site inductions and on-going health and safety related training programmes.
	• Ensure strict adherence to safety standards, statutory and legislative requirements & Port Otago policies and procedures.
	• Comply with work area PPE requirements.
	• Follow the "Take 5" personal task hazard process.
	• Responsible for ensuring a safe workplace and adherence to good housekeeping practices.
	• Attendance & involvement at all team Health and Safety meetings.
	• Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol.
Service Desk Support	• Act as the primary contact for all incoming IT incidents, requests, and inquiries.
	• Monitor ticket queues to ensure service levels and response times are met.
	• Provide Level 1 and 2 support for the IT Service Desk including user account management, hardware setup, software installations and other technical issues.
	• Escalate issues to Level 3 support when required.
	• Manage Service Desk requests including logging and updating requests, recording resolutions and documenting solutions.
	• Maintain clear communication with users about progress and resolution.
	• Proactively manage assigned tickets including updating, closing, and recording resolutions within agreed timeframes.
	• Troubleshoot and resolve issues related to hardware, software, networks and user access.
	• Maintain and develop technical knowledge of core IT and business systems including (but not limited to), Microsoft Entra, Office 365, Windows operating systems, hardware and software deployment.
	• Represent Port Otago in a positive and professional manner to all parties.
	• Ensure effective relationships are maintained with customers and other service providers.

End User Support	
	• Provide remote and in person support to kaimahi across the organisation.
	• Assist users with IT related questions and training.
	• Assist with workstation setup, configuration, and deployment and offboarding (PCs, laptops, mobile devices).
	• Support end users with standard applications.
	• Maintain a strong customer service focus, ensuring a positive and professional experience.
	• Delivers end-user IT support to all staff across Port Otago, meeting defined Service Level Agreement (SLA) response and resolution times.
	• Perform routine maintenance and updates under guidance from other IT kaimahi.
	• Develop an understanding of different kaimahi roles and how IT is used and support required.
System Documentation	• Help to create and maintain accurate documentation, including solutions, troubleshooting guides, and user instructions.
	• Update asset records, configuration details, and support procedures in line with IT standards.
	• Contribute to documentation for new systems, upgrades, and process changes.
Process Improvement	• Identify opportunities for Service Desk process improvement and implement in collaboration with the IT Service Delivery Lead.
	• Identify recurring issues and recommend improvements to reduce incidents and enhance service quality.
	• Assist with identifying how technology can be used to improve IT and wider Port operations.
Team Contribution	• Provide support to wider IT Team by assisting with project work.
	• Develop open honest and respectful working relationships with all team members and members of the wider management group.
	• Promote a cohesive and inclusive team culture.
	• Represent Port Otago activities appropriately by providing support and sponsorship of agreed decisions and directions.
	• Challenge the status quo in the spirit of continuous improvement.
	• Actively listen to other people's ideas and contribute positively to team activities.
	• Be polite and courteous to all team members to maintain a professional environment.

	• Actively support the Port Otago Values through behaviour & actions.
Personal Development	• Agree objectives with IT Service Delivery Lead and Head of IT and periodically review these. • Continue to upskill in technology used by Port Otago. • Take some responsibility for developing own personal plan in conjunction with your Manager through Connect Conversations.

Key Performance Measures

Health & Safety	• All incidents, injuries & Near misses are reported promptly and accurately. • All hazards identified are reported immediately. • Follow policy and procedures to enable a culture of failing safely. • Self-report when there is a risk of impairment from fatigue, or drugs & alcohol.
Teamwork	• Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively. • Develop open and honest working relationship with other kaimahi. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other teams. • Maintains a safe and tidy working environment.
Operational Performance	• Maintains the delivery of agreed project work and small change work in line with IT Service Delivery Lead expectations and relevant policies.
Values	• Acts within the Port of Otago values at all times. • Punctual time keeping for work and scheduled meetings. • Contributes positively to team meetings and Health and Safety meetings.