

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:

- **People First** – Enhance the health, safety & wellbeing of our people
- **Nurture Success** – Seize opportunities every day, and in every moment
- **Better Together** – Work together in respect and harmony to empower everyone

Position Overview:

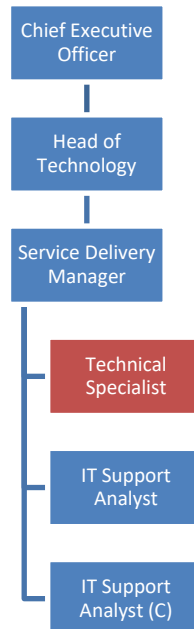
The Technical Specialist will provide first and second level technical support for Heritage Lifecare's 2,500 employees at its Care Homes and Villages across New Zealand and our support office in Johnsonville, Wellington. This position will involve testing, documenting, and implementing new technology solutions as well as supporting existing systems, policies and processes across the Heritage business. This exciting position is within a fast-paced and rapidly growing environment that has fantastic opportunities to build and implement best practice architecture and solutions. The ideal candidate will have a passion for technology and enjoy putting in place solutions that help people to be more effective.

Reports to: Service Delivery Manager

Functional Relationships:

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

Team Structure:



Key Accountabilities:

- Providing technical support in person and via phone and email
- Technical documentation suitable for IT
- QRG (Quick Reference Guide) user documentation in an easy-to-understand format
- End-user education and technical guidance
- Adhering to and maintaining a SOE (Standard Operating Environment) across all sites
- Hardware replacement and repair
- Network device configuration and provisioning
- Office365 & SharePoint Support/Deployment
- Technical diagnosis, troubleshooting and resolution of faults
- Remote configuration and support of Cloud VOIP solution
- Remote support of Windows, Android, Apple iOS devices
- 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/required to perform job related tasks other than those specified in this Position Description.