



## Position Description

<b>Position title:</b>	EUC Analyst	<b>Date:</b>	June 2025
<b>Reports to:</b>	EUC Manager	<b>Department:</b>	Digital Services
<b>Number of reports:</b>	Direct: 0 Total (include indirect): 0	<b>Location:</b>	National Support Office
<b>Delegated financial authority:</b>	N/A	<b>Budget ownership:</b>	No
<b>Level of influence:</b>	Leading self		

## Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

The End User Compute (EUC) Analyst supports all Digital Services (DS) end user compute platforms and most of our enterprise technologies, infrastructure, networks and related services to help maintain exceptional performance, resilience, security and scalability to meet diverse business and operational requirements.

The EUC Analyst will have and apply a set of core and common technical skills for the role, plus have a primary focus (EUC and Modern Workplace) supporting the technical requirements of a particular area of the business as determined by the EUC Manager.

The EUC Analyst is responsible for:

- Deliver Level 2/3 technical support across endpoint and collaboration tools, working closely with service desk and resolver teams.
- The provisioning and support of diverse digital and technology services (e.g. application support, user provisioning, user access, hardware support, mobile device operations, etc.) for all SCHL end users and Joint Venture staff.
- Advising and providing continuous improvement initiatives within the team
- Providing an excellent customer service experience over the phone, by email, or in person.
- Adherence to best practice ITIL aligned hardware and software asset lifecycle processes for all support and project activities; procurement, asset information recording (CMDB), maintenance, decommissioning.
- Apply technical knowledge and skills to add value to a specific SCHL business domain (as directed by EUC Manager) by actively engaging with stakeholders and subject matter experts during support, analysis, and project activities.
- Participating and contributing to Digital Services projects (as directed by EUC Manager)
- Participating in Technology Operations on-call rostering for after-hours support as requested.

## Key Relationships

### Internal

- Interactions with a diverse range of users across all SCHL and partner sites.
- EUC Manager as Line Manager
- Technology Operations Team Members  
Team Members

### External

- Operational relationships with IT vendors and suppliers
- SCHL Joint Venture staff (as customers of Digital Services)

## Key Accountabilities

### Provision of DS EUC Technical Support

- Provide exceptional technical support to Hospitals DS services end users working seamlessly with DS Support Teams and external partners
- Provide support during core hours, as well as occasional after hours and weekend work, participation in after hours on call roster
- Ownership of assigned support calls. Analysis, escalation and management through to resolution with proactive follow up and feedback to users
- Perform a wide variety of technical installation, configuration and upgrade tasks
- Occasional work on site work as required
- Provide and implement continuous improvement initiatives
- Provide client and mobile devices, desktop/laptops, hardware, software, operating systems and migration as required
- Provide responsive problem diagnosis and resolution, including orchestrating technical knowledge from support partners, solution vendors or other technical experts.
- Maintain and develop excellent customer relationships
- Maintain appropriate documentation, including assisting the Service Desk achieve efficient support with Knowledge Base content and timely configuration management data updates
- Seek to understand the real impact of service problems on customers in order to deliver the most appropriate service
- When required, assist with other business initiatives not explicitly defined within this position description

### Project Deployment

- Delivery of project tasks/minor projects to requirements on time
- Identification, notification, resolution/escalation of project risks and issues early on for effective management and containment
- Demonstrate habit of planning tasks, taking action and learning from those plans and actions

### Domain Expertise and Customer Centricity

- Ensure written communications – particularly Broadcast communications about incidents and outages, etc. – are written in a non-technical, customer-friendly manner. Avoid jargon in discussions with end users.
- Achieve growing knowledge and understanding of the SCHL business domain applicable to your role (as directed by EUC Manager)

### Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

### Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### **Commitment to Diversity, Equity and Inclusion (DEI)**

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

### **Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

## **Role Requirements**

### **Experience and Skills required:**

- Minimum of 5 years' experience in supporting end user technologies in large, distributed environments.
- Strong knowledge of ITIL and associated Service management best practices.
- Strong **SCCM/MECM and Intune platform** knowledge and confidence in support
- Strong **Intune Policy and Group Policy** knowledge and confidence in support
- Confidence in Windows Desktop deployment and management including configuration, Group Policy, application deployment, security configuration and support and lifecycle maintenance.
- Hands-on experience with Microsoft platforms including **Intune, Azure, Exchange Online, Teams Admin, M365**
- Hands-on experience with Application Packaging and deployment experience
- Confident in Microsoft 365 related support including Teams client, Outlook, OneDrive & associated Office Applications.
- Knowledge of Identity management solutions including on-premises Active Directory, EntraID/AzureAD, Hybrid solutions.
- Basic network connectivity troubleshooting of Computers/Printers/Wi-Fi enabled computers and devices, Cisco switches.
- Experience with wide range of corporate EUC technologies including Desktop technologies, Networking, email services, VOIP, hardware support, application support, wireless, general office, and mobile technologies.
- Ability to support and provide guidance of a wide range of EUC technologies
  - M365, Teams Client, Outlook
  - Multi Factor Authentication
  - Remote Worker/VPN solutions (RDS, PaloAlto Global Protect etc)
  - Active Directory user management (on Prem AD, AzureAD, Hybrid solutions)
  - Printers, MFDs, Label Printers
  - Barcode scanning solutions
  - Remote Desktop technologies
  - Desktop level Hardware troubleshooting
  - Password reset tools & best practices
  - Group policies
  - Powershell scripting
- Experience in "as a service" as well as "on premise" and "hybrid" infrastructure or application environments.

### **Experience and skills desirable:**

- Knowledge of hospital or health sector environments is desirable.
- Operational and workflow experience with service management tools such as ServiceNow, Cherwell or modern equivalent.

- PowerShell scripting knowledge and confidence
- Experience implementing or connecting diverse technologies, IoT, etc.
- Desk and mobile telephony solution support including Cisco Call Manager, handsets and Ascom wireless VOIP phones.
- A good understanding of corporate network concepts/stack (ONT, Router, Firewall, L3 & L2 Switching, POE, Wi-Fi, DNS, DHCP, NTP, SMTP).
- Hardware troubleshooting & basic repairs of desktop, laptop and mobile computers.

**Education and qualifications required:**

- Microsoft Certifications - MD-102/MS-102/MS-700
- Technical certification in end-user Computing Software or technologies.
- Certification in ITIL or other service management training.
- Tertiary Qualification in computing or a related field.

**Leadership Attributes**

**Human Centred Leadership**

- Empathy
- Adaptability
- Connection

**Performance Coach**

- Accountability
- Engagement
- Collaboration

**Change Enabler**

- Execution
- Energy
- Contribution