

APPENDIX ONE:
Job Description



POSITION TITLE:	Service Desk Analyst
LOCATION:	Information Technology Solutions, Head Office, Tauranga
REPORTS TO:	Service Delivery Manager

POSITION SUMMARY

The key focus of this role is to provide first level support for all Incidents and Service requests logged via the CIP Service Desk within the defined Service Level Agreements for services. This role holds primary responsibility for Incident and Service request management through to resolution.

First level support will extend to Laptop and PC's, Microsoft Windows 10 or above, Microsoft Office 365 or above, Customer Relationship Management application (CRM), Skype for Business, MS Teams and bespoke business applications for financial institutions (training will be provided if required on these business applications). End user training and answering, 'How do I?' queries from business users is also a key duty. It will also be called on from time to time to assist with project assignments and testing.

The role includes assisting in the implementation, configuration, control, monitoring, maintenance, troubleshooting and resolution of these infrastructure areas with CIP's 3rd Party vendors to ensure maximum availability of ICT services to the business users in alignment with the IT SLA with the business.

This role is also expected to assist the Service Delivery Manager in the management of mobile services, asset management, contract management, procurement, recruitment, and general administrative duties in support of the services provided by the team.

KEY RESPONSIBILITIES

- Service Desk Support (1st Level support):
 - Respond to incident requests assigned through the Service Desk escalation process to the relevant resolver groups.
 - Maintain accurate incident records and notes in the service desk system in line with SLA requirements.
 - 1st and 2nd level application support as required including specialist support for all CIP business applications including 3rd party applications.
 - Ensuring all issues are logged in the Service Desk Service Portal (Ticket System).
 - Follow all Service Delivery Team and Infrastructure processes as required.
 - Provide support and management of the CIP mobile services.
 - Ensure processes are carried out in accordance with agreed standards or procedures and in line with SLA requirements:

- Record, classify and prioritise Issues or Service requests and incidents accurately in via tool-set templates
 - Identify and record Incident symptoms, determine possible causes and either resolve or allocate for resolution.
 - Ensure documentation of incident resolution, where it may be reusable is submitted into knowledge base.
 - Verify with the affected Users that the service request/incident has been satisfactorily fulfilled/resolved and then close.
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- Ensure the correct escalation process is followed for all escalated Incident or Service request tickets.
 - Specialist application support as required including specialist support for all CIP business applications including 3rd party applications.
 - Provide communication to customers in preparation for planned work and unplanned outages as documented in the Craigs Investment Partners Service desk procedures.
 - Co-ordinate between CIP and third-party support
 - Provide instruction on use of CIP business applications or devices to CIP users where required.
 - Problem logging and communication
 - Provide support and management of the CIP mobile services.
 - Follow all Infrastructure and Service Delivery Team processes as required.
 - Reflect any support or service changes within the CIP IT knowledgebase.
 - Strict adherence to CIP ITS and Cybersecurity Policies
- Undertake Procurement and Asset Management as required for provision of ICT services in the organisation.
 - Administrative Tasks:
 - Reflect any support or service changes within the CIP IT knowledgebase.
 - ITS department administrative services for business applications
 - User access control and reporting/reconciliation
 - Procurement and asset management
 - Contract administration
 - Continuous Improvement
 - Process improvements and recommendations to enhance service desk operations.
 - Prepare, update and/or contribute to user guidelines, processes, and policies, and other related documentation.
 - Involvement in the Infrastructure and Service Delivery Team's continuous improvement plan

GENERAL DUTIES AND RESPONSIBILITIES

- Operate within the parameters of the NZX rules and regulations, relevant legislation and CIP procedures and policies.
- Maintain a high level of competence with Craigs Investment Partners' systems.
- Follow company policy and process to ensure client information is protected against loss, unauthorised access, use, modification of disclosure.

- Maintain the core competencies as set down by the Company from time to time.
- Complete all Company educational requirements as required for the role as set by the Company.
- At all times follow Company prescribed administrative processes and policies, including use of supporting systems.
- Act professionally, ethically and work co-operatively and constructively within the framework of the Company structure.
- At all times act with integrity and treat clients fairly and respectfully.
- Any other tasks as requested by your manager.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none">• IT qualification or relevant equivalent work experience
Knowledge/Experience	<ul style="list-style-type: none">• Service Desk or ITS Support experience 1+ years• Financial services experience (desirable)
Key Skills and Attributes	<ul style="list-style-type: none">• Excellent time management and organisational skills• Strong written and verbal communication skills• Ability to work well under pressure• Problem solving skills

NZX RULES REFERENCED WITH LEGISLATION AND POLICY

	NZX PARTICIPANT RULE	LEGISLATION	CIP POLICY
3.24	Market Participants – Information Barriers	Financial Markets Conduct Act 2013	Information Barriers Policy
9.2	Client Advising – Required Client Information	Anti-Money Laundering and Countering the Financing of Terrorism Act 2009	Anti-Money Laundering
8.1	General Obligations - Conduct of Market Participants and Advisers	Code of Professional Conduct for Financial Advice Services	Code of Conduct
8.3	General Obligations - Confidentiality of Information	Privacy Act 2020 Code of Professional Conduct for Financial Advice Services	Code of Conduct Confidentiality Policy Privacy Policy
9.1 15.10	Client Advising - Duty of Care General Trading Obligations - Conflict Management Procedures	Code of Professional Conduct for Financial Advice Services	Code of Conduct Conflicts of Interest Policy Vulnerable Clients Policy
10.2 15.6	Trading - General Obligations - Market Manipulation General Trading Obligations - Suspected Insider Trading	Financial Markets Conduct Act 2013	Code of Conduct Insider Trading Policy
15.7	General Trading Obligations - Client Complaints	Code of Professional Conduct for Financial Advice Services	Complaints Handling and Disputes Resolution Policy
21.7	NZX Powers - Market Participants Obligation to Report	Protected Disclosures Act 2000	Whistle Blowing Policy Breach and Incident Policy
10.5	Trading - General Obligations – Prescribed Person Trading	Financial Markets Conduct Act 2013	Employee Trading Policy

The NZX Participant Rules can be found electronically at the following address -

<https://www.nzx.com/regulation/participant-rules>

CIP policies can be found on the Staff Intranet.