**IT Support Analyst \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Kaupapa | Purpose

The purpose of this role is to provide user support covering Audio Visual, Video Conferencing, Desktop and Mobile device support.

**Reports to:** Customer Services & Engagement Manager

**Team:** Toi Ohomai | Te Pūkenga Information Technology

**Remuneration:** $69,683.00 - $81,980.00 (Based on a 40-hour work-week)

**Date:** 08 October 2024

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**Ngā mahi | Do**

**Support to Academic and Administration Teams**

* To support other areas of the IT team through use of technical skills.
* Research new technology and equipment in the market.
* Ensures campus wide computing systems are operational and available to users at all times and be available to easily move between campuses, should the need arise.
* Ensures all system components are installed and operational in the required time frame with

minimal disruption.

* Provide technical assistance for special projects associated with desktop, AV, server, and other campus LAN development.
* Provide 1st & 2nd line operational support to Toi Ohomai staff and students.

**Audio Visual & Video Conferencing Support**

* Provides support to Video Conferences, including setup and troubleshooting.
* Provides AV support in both teaching and learning spaces and staff meeting spaces.
* Assists in the annual AV & VC upgrade programme.
* Provides proactive maintenance to AV and VC installations.
* Trains staff in the use of AV equipment.
* Actively assists in the development of the AV & VC service.

**Service Delivery**

* Ensures cover is provided for Service Desk when on rotation.
* Manages own job queue and prioritises work.
* Liaise with staff and students as required to resolve issues and close job tickets.
* Maintains positive working relationships with Internal and External customers, including suppliers and contractors.
* Ensures all incidents and service requests are logged.
* Ensures user requirements are understood.
* Ensures impacted staff are kept well informed.
* Delivers service to expectations.
* Provide out of hours support for planned activities (as and when required)

**Maintain System Security and Update Software Images**

* Assists to ensure all security measures are upheld for corporate wide ICT systems. Prevent unauthorised use of software and hardware.
* Undertakes system housekeeping and encourages client responsibility for data.
* Consult with teaching and support staff to determine any software updates/changes that are required.
* Prepare, deploy, and support student software images at regular intervals.
* Document the imaging process and software updates.
* Encourages staff and students to exercise personal responsibility for data on personal computers and network.

**Team Effectiveness**

* Continually updates knowledge and skills relating to methodologies, administrative systems, and other technical aspects of the position.
* Develops and maintains effective working relationships with customers.
* Provides relief to team members during leave or peak workload.
* Documents the critical functions within areas of responsibility.
* Works flexible hours including after hours and weekends as necessary and reasonable.

##### Demonstrate commitment to:

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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**Pūkenga | Have**

**Technical/Professional Qualification**

**Essential**

* Diploma in Business Computing or similar tertiary computing qualification
* Clean drivers’ licence
* Windows 10/11 or similar

**Desirable**

* ITIL v4
* MCP/MCSE/MCDST or A+ or other relevant trade
* certifications
* AV related qualification

**Experience**

**Essential**

* Previous help desk administration experience
* Three years working in the Desktop Support
* environment for a large organisation
* 2 years’ experience being in a direct customer facing role
* Excellent oral and written communication skills.
* In-depth working knowledge of business software applications including MS Office and educational software packages.
* Basic understanding of the basics of Apple IOS.
* Experience providing technical support in medium to large network sites.

**Skills and Attributes**

**Essential**

* Excellent interpersonal skills, with the ability to communicate effectively and work collaboratively with senior managers, customers, and the team.
* Strong written communication skills
* Effective time management, planning and organisation skills.
* Ability to work under pressure, meet tight deadlines.
* Demonstrated customer service-oriented focus.
* Self-motivated
* Has a can-do attitude.
* Commitment to maintaining a high standard and quality of work and ethics.

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**Waiaro | Be**

**Authentic and Inclusive:** Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

**Connected:** Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic, and cultural wellbeing.

**Collective:** Seek progress over perfection, moving forward with aroha, empathy, and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education, and training network. Lean into transformation, challenge the status quo, and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

**Self-awareness:** Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

**Ako:** Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

**Mana tāngata:** Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning, and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected when we support personal and professional growth we contribute to Te Oranga/participation in society.

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**Ngā Hononga Mahi | Working relationships.**

**Functional Relationships:**

**Internal:** IT team

Staff and Students

**External:**  IT Services Companies

Software providers

#### Resource delegations and responsibilities:

**Financial:** Budget owner: No

Delegated Financial Authority as per Toi Ohomai’s Delegations Policy: No

**People:** Number of Direct Reports: 0

Number of Indirect Reports: 0

Responsible for contract staff, and/or coaching, training of others: No

Responsible for new employee hire: No