



Position Description

Position title:	Senior EUC Specialist	Date:	February 2025
Reports to:	EUC Services Manager	Department:	Digital Services
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	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.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

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 Senior End User Computing (EUC) Engineer provides technical and non-technical leadership and subject matter expertise within a team that supports all Digital Services End User Compute platforms. This also expands to cover 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 Senior EUC Engineer 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 Senior EUC Engineer is responsible for:

- Operating as a subject matter expert within the Level 2 support team providing technical and process leadership to the direct team as well as wider support functions with Digital Services
- Leading the provision of Level 2 technical support (where not outsourced). This will include the logging, management and resolution of Incidents, Service Requests, Changes, Events, and Problems.
- Helping to contribute to the service and support of diverse digital and technology services (e.g. application deployment, device configuration and deployment, user provisioning, user access, security, hardware support, mobile device operations, printing, etc.) for all SCHL end users and Joint Venture staff within the Level 2 team.
- Helping to coordinate with the EUC Manager, the scoping, scheduling, procurement and provisioning of all responsible equipment and technology either under a lifecycle replacement or Service Request fulfilment process.
- Act as a delegate of the EUC Manager where requested or in their absence
- 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)
- Maintaining and participating in Technology Operations & Service 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.
- DS EUC Manager as Line Manager
- DS EUC Team Members
- DS Technology Operations & Services Team Members

External

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

Key Accountabilities

Provision of DS Platform 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 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.
- Identify opportunities for service improvement and own or coordinate the implementation of improvement with the team
- Maintain and develop excellent customer relationships
- Lead and maintain appropriate documentation, including assisting the EUC and Service Desk teams to 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

- Input to scope and definition of activities needed to delivery EUC related projects
- Delivery of project tasks/minor projects to requirements on time
- Ownership and/or coordination of team or personally assigned project deliverables
- 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

Essential:

- Experience in leading and coordinating a team of Level 2 IT or End User Computing support staff covering process, procedures, documentation and standards, rostering and other day to day activities managed by the team.
- Minimum of 7 years experience in EUC or other technical and network infrastructure within a corporate and healthcare environment, preferably supporting a nationally distributed business.
- Experience in defining, documenting and managing ongoing operational support and maintenance processes and standards.
- Experience in defining, documenting and managing controls across equipment inventory, purchasing, provisioning and disposal.
- Ability to assist with planning and organisation of team activities and prioritisation of work.
- Experience with wide range of corporate technologies including Desktop technologies, Networking, email services, VOIP, hardware support, application support, wireless, general office, and mobile technologies.
- Experience in "as a service" as well as "on premise" and "hybrid" infrastructure or application environments.
- A working knowledge of infrastructure components and network security.
- Knowledge of ITIL and associated Service management best practices and Project methodologies.
- A good understanding of corporate network concepts/stack (ONT, Router, Firewall, L3 & L2 Switching, POE, Wi-Fi, DNS, DHCP, NTP, SMTP).

Preferred Technical Skills and exposure/previous experience supporting

- Azure platform technologies including IAAS compute, storage and networking configuration and support.
- Microsoft 365 including Teams (supporting not just using), Outlook, OneDrive & associated Office Applications.
- Microsoft Endpoint Configuration Manager (SCCM & Intune).
- Windows Desktop deployment and management including configuration, Group Policy, application deployment, security configuration and support and lifecycle maintenance.
- Multi Factor Authentication.
- VPN solutions (PaloAlto Global Protect etc).
- Identity management solutions including on-premises Active Directory, EntraID/AzureAD, Hybrid solutions.
- Antivirus and endpoint security deployment and configuration.
- Support and setup of Printers (MFDs, Desktop, Sato Label Printers).
- Support and setup of bar code scanning solutions and equipment.
- Support of Remote Desktop technologies (RDS).
- Hardware troubleshooting & basic repairs of desktop, laptop and mobile computers.
- Mobile devices (Laptops/Tablets/Cellular phones/VOIP Wi-Fi Phones).
- Desk and mobile telephony solutions including Cisco Call Manager, handsets and Ascom wireless VOIP phones.
- Password reset tools & best practices.
- Basic network connectivity troubleshooting of (Computers/Printers/Wi-Fi enabled computers and devices, Cisco switches).
- Administering Microsoft Windows servers (2016,2019), understands virtual technology (Hyper-V).
- Wi-Fi administration (XIQ).

Desirable:

- Knowledge of hospital or health sector environments is desirable.
- Operational and workflow experience with service management tools such as ServiceNow or Cherwell.
- Experience implementing or connecting diverse technologies, IoT, etc.

Education and qualifications required:

- 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