



HERITAGE LIFECARE

Position Description

Project Desktop Engineer / 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:

- **Integrity** – we do the right thing all the time
- **Respect and Value**– we always respect and value our customers and our colleagues
- **Commitment** – we deliver service with commitment and care
- **Effective** – we measure service effectiveness
- **Efficient** – we always strive for efficiency

Position Overview:

Location: Onsite Johnsonville, Wellington – hours to be confirmed

Hours: 20 hours per week, M-F

Fixed term: Now to Christmas 2025, may lead to a 4-month extension

The Project Desktop Engineer / Technical Specialist will provide tablet rebuild and management services to a major upgrade project.

The role will include completing the build, configuration, testing, dispatch, remote management of installation, and the recovery of replaced devices including reporting, process improvement, transition to BAU and any other associated tasks.

This role is part of our biggest rollout project this year, and will require a good eye for detail, the ability to work unsupervised, and the ability to adapt in a changeable project environment.

This role is an onsite role based in our Johnsonville Offices. This is an opportunity to really make a difference and to show your skills whilst working with the highlight motivated digital support team.

Reports to: Project Manager

Functional Relationships:

- Directly responsive to the digital delivery lead
- Responsive to the Humanforce delivery lead
- Project key stakeholders
- Digital support team
- Care home maintenance coordinators
- External vendors and service providers
- All Support Office Functions

Key Responsibilities:

- Completing all aspects of the kiosk rebuild, test, deployment and recovery process
- Working with local site maintenance teams; identifying and confirming onsite kiosk location, device installation, setup, testing, decommissioning and return
- Completing status reporting
- Completing transition to support activities
- Updating and amending documentation and process with the technical lead
- Maintaining the good state of the build area
- Fault diagnosis and resolution on new built kiosk devices
- Other duties as required

Financial Authority

Nil

Skills

- **Technical Proficiency:** Good knowledge of computer hardware, Operating systems (Windows), software applications, and networking principles.
- **Technical Troubleshooting:** Ability to efficiently diagnose, troubleshoot, and resolve technical issues.
- **Effective Communication:** Strong verbal and written communication skills with the ability to convey information in a clear and user-friendly manner.
- **Analytical Problem-Solving:** Skilled in identifying root causes of technical challenges
- **Organizational Agility:** Maintaining detailed documentation and meeting tight deadlines.
- **Teamwork:** Works well in team environments and knowledge sharing to achieve common goals.

2-3 years' experience preferred