



Position Description

Form or Template HG184

Senior Systems Support Technician

Function:	Digital
Reports to:	Digital Support Team Leader
Location:	Hawke's Bay
Arrangement:	Full-time, permanent
Date:	March, 2026

Pūtake | Purpose

As a Senior Systems Support Technician reporting to and supporting the Digital Support Team Leader, you will provide advanced level 1 and 2 technology support across EIT. This includes troubleshooting and resolving issues relating to approved EIT end-user hardware, operating systems, wireless and wired network connectivity, and application software jobs logged through the Digital Support Desk.

The role contributes to and supports Digital initiatives and projects that enhance the technology experience for ākonga (students) and kaimahi (staff). It also supports capability uplift across Digital and the wider organisation through guidance, knowledge sharing, and mentoring of Systems Support Technician team members.

Working alongside the Digital Support Team Leader, you will support incident coordination and triage activities to help ensure service levels are met and workloads are balanced. As a senior technical resource within the support team, the role acts as an escalation point for complex or unresolved technical issues and contributes practical insights to service improvement, regional responsiveness, and accessible technology support for EIT ākonga, kaimahi, and other community stakeholders.

Ngā Whanaungatanga | Working Relationships

Internal:	Digital, Finance, People Culture & Wellbeing, EIT ākonga and kaimahi
External:	Computer Hardware / Software / Services Suppliers

Mana Whakahaere | Resource Delegations

Financial:	Not applicable
People:	Not applicable

Kawenga Mahi | Accountabilities

Service Desk:

- Coordinate and process incidents as logged by customers in the service desk software.

- Provide front line phone support functions as rostered.
- Complete general service desk functions as rostered and or allocated by the Digital Support Team Leader.
- Work on the “night technician” shift as rostered by the Digital Support Team Leader. (Night technician hours can start as late as 1:00pm and end at 9.00pm to support service offerings into the evening).
- Be available for on-call duties as required from time to time.
- Proactively log into support desk system to support the Digital Support Team Leader with reviewing and allocating jobs.
- Produce timely and accurate service desk reports.
- Monitor and report on scheduled overnight or recurring digital services to ensure operational continuity and early detection of issues.
- Take technical ownership of the service desk tool from a configuration, optimisation, and support perspective.
- Provide approved support and information to all users of Digital services regarding the proper use of technology, including hardware and software.
- Able to work through complex technical requirements with customers to agree and deliver appropriate solutions.
- Able to support and mentor others in dealing with complex or difficult relationships.
- Able to work with vendors in the areas of support, asset management, and collaboration while maintaining good relationships.

Technical support:

- Respond to technology related problems as allocated by the Service Desk, Digital Support Team Leader, Digital Operations Manager or Digital Director and coordinate these incidents from start to completion ensuring a timely and satisfactory resolution has been reached.
- Be proactive in analysing problem areas and identifying improvements to reduce the support overhead of our user base.
- Deploy technology solutions as per schedules.
- Coordinate, move and maintain equipment as per schedules.
- Recommend new and improved technology solutions and or approaches.
- Create and maintain technology documentation within approved Digital standards.
- Provide advice, support and training for kaimahi on areas of technology supported by Digital
- Contribute to problem management activities, identifying and recommending areas of improvement to the Digital Leadership team.
- Able to work flexibly to ensure success of projects to enhance customer relationships and satisfaction.
- Be the primary technical contact and senior support resource for assigned systems within the System Support team.
- Act as an escalation point for complex technical issues within System Support team.
- Able to troubleshoot and diagnose network and Wi-Fi issues from the end-user perspective and provide feedback to Engineers.
- Follow industry best practices and EIT policies and procedures on Cyber-Security.

Maintenance:

- Assist with the maintenance and installation of technology solutions, including hardware and

software throughout EIT organisation.

- Assist the Digital Administrators and Engineers with maintenance and development of the administration and academic computer networks.
- Complete daily, weekly, monthly, quarterly and yearly tasks.

Collaboration and capability development:

- Foster information sharing within Digital and between kaimahi and groups who are using information technology.
- Deliver cross training to other kaimahi in the Digital team.
- Actively contribute towards a positive culture in Digital.
- Support and contribute to upgrade projects alongside other Digital kaimahi.
- Provide technical mentoring and knowledge sharing for kaimahi in Digital.
- Provide quality and proactive advice to assist Digital leadership with technology planning, service improvement, and strategic decision making.

Other:

- Perform necessary documentation duties
- Complete the annual appraisal process with the Digital Support Team Leader, and work through appraisal process, negotiating a professional development plan and attending relevant courses to update job skills where required.
- Operate Institute policies and procedures as appropriate and ensure that all activities reflect the philosophy and procedures of the Institute's QMS.
- Contribute to Corporate Services as a team member and attend Corporate Services Section and other Institute meetings as required.
- Promote a safe work environment through compliance with the Institute's Health and Safety policy and procedures.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

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.

Pūkenga, Wheako, Mōhiotanga, Tohu Mātauranga | Skills, Experience, Knowledge and Qualifications

- 4–5+ years of experience in IT service delivery, including experience as a senior practitioner and providing technical mentoring.
- Strong working knowledge of Microsoft products including Windows 10/11, Microsoft 365 Administration, and Azure AD / Entra ID.
- Exposure to or experience supporting and automating endpoint management tools in Windows and macOS environments such as SCCM, Intune, and/or Jamf.
- ITIL Foundation certification or demonstrated practical experience working within ITIL-aligned support desk environments.
- Awareness of operational cyber security practices relevant to endpoint, identity, and end-user support roles.
- Experience with foundational wired and wireless troubleshooting.
- Experience with automation and scripting using tools such as PowerShell, with exposure to Python and shell scripting in Windows and macOS environments.
- Exposure to or experience with Windows Server environments.
- Experience supporting accessibility and assistive technologies in an end-user environment.
- Strong reporting, technical and user documentation skills.
- Strong analytical problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to facilitate technical conversations and contribute to project delivery.
- Relevant tertiary qualification and/or industry certifications (e.g., MCP, M365, ACSP).
- Hold a New Zealand full car driver license.

Ngā Uara o Te Aho a Māui | Values of EIT

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākongā, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākongā and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.

- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.

Document information – Office use only	
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