System Support Technician

Kaupapa | Purpose

Scope: Provide technology support across EIT, including diagnosing hardware faults, operating system issues, network problems, and application software issues, as well as assisting staff and students with technology use.

Reports to: System Support Team Leader

Team: EIT

Location:

Remuneration: $

Date: May 2024

Ngā Hononga Mahi | Working relationships

Internal: Digital Operations Lead, Manager Systems Delivery, IT Services Team, Corporate Services Team, Academic Tutors.

External: Computer/ Software/ Service Suppliers

Resource delegations and responsibilities:

Financial: Not applicable

People: Not applicable

Ngā mahi | Do

- Provide operational and technical support to users. Ensure users receive effective and timely support regarding IT issues and tickets lodged.
- Perform service desk duties as scheduled by the Systems Support Team Leader.
- Work the "night technician" shift as scheduled by the Systems Support Team Leader. (The night technician shift is Monday to Thursday from 9am to 5pm and Friday from 8:30am to 4:30pm. These hours can be adjusted to start as late as 1:00pm and end at 9:00pm with one week's notice).

- Proactively log into the service desk system to manage call volume.

- Produce timely and accurate service desk reports.

- Monitor and report on scheduled over night or regular services.

- Respond to technology related problems as allocated by the Service Desk, Team Leader Systems

- Support or Director, Information Technology and Facilities and manage these incidents until a timely and satisfactory resolution has been reached. Proactively analyse problem areas and identify improvements to reduce the support workload for ouruser base.

- Deploy technology solutions as per schedules.

- Manage, move and maintain technology equipment as per schedules.

- Recommend new technology solutions.

- Maintain technology documentation.

- Provide advice, support and training for staff on areas of technology.

- Assist with the maintenance and installation of technology solutions, including hardware andsoftware throughout the Institute.

- Assist the Systems Administrators with maintenance and development of the administration and academic computer networks.

- Foster information sharing within IT Services and between staff and groups who are using information technology.

- Deliver cross training to other staff in IT Services.

- Actively contribute towards a positive culture in IT Services

- Complete the annual appraisal process with the Systems Support Team Leader, including negotiatinga professional development plan and attending relevant courses to update job skills as needed.

- 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.

- Undertake additional responsibilities and tasks relevant to this position as requested by the position manager.

General

- 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 positon as requested by the position 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 | Have

- 1 to 2 years of experience in a service delivery function, including training users.
- Experience in Cloud computing especially around Microsoft application software including Microsoft application software, Windows desktop software, Macintosh, MacOS and iOS.
- Thorough knowledge of PC, printer, server and telephone hardware and software.
- Experience troubleshooting complex IT issues.
- Ability to document processes and solutions.
- Ability to accurately log calls in the Service Desk system.
- Methodical and analytical problem-solving skills.
- Excellent communication skills.
- Well-developed inter-personal and organisational skills.
- Able to work independently and as part of a small team.
- Good negotiation and interpersonal qualities but with technical and analytical orientation.
- Committed to furthering knowledge and keeping up to date with new technology and methods.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued. Be courageous 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.

Collective: 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 EIT, employers, ākonga and their whānau.

Self-Awareness: Accept 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.

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. Contribute to maintaining 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.