



Position Description

Position Title: IT System Support

Tenure/Hours: Permanent Full Time
8 hours per day, Monday to Friday
On call for emergency operations

Position Summary: This role assumes primary responsibility for delivering exceptional technical assistance and support to end-users. It ensures maximal productivity across the organization by troubleshooting technical issues, providing prompt resolutions, and minimizing downtime. This role also actively contributes to data security measures and proficiently manages user access.



COUNCIL MISSION

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua



DISTRICT VISION

Vibrant, connected communities where our land and waters are nurtured and our people flourish.

Mā te whenua, mā te waiora tatou e ora ai hei hapori ngangahau hei hapori honohono hoki.

What you will do

System Support

- Provide staff support for technical issues in a timely and effective manner.
- Diagnose and resolve hardware and software faults, network connectivity issues, and perform repairs as needed.
- Install and support computer systems, software, peripherals, and network devices.
- Conduct endpoint device upgrades, patches, and backups as needed.
- Ensure effective use of the service request system.
- Maintain the technology asset database.
- Ensure user accounts and access permissions are in place to support security, system functionality, and user productivity.
- Operate backup and recovery systems.
- Maintain documentation for IT systems and procedures that relate to this role.
- Educate end-users on technology usage and best practices.
- Keep up to date with the latest technology trends, industry developments, and security threats.

Other Responsibilities

- Other reasonable tasks as requested from time to time.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Strong interest in Computer Science and Information Technology.
- Technical knowledge of desktop operating systems, software, networks, and peripherals.
- Excellent problem-solving skills and ability to work independently and as part of a team.
- Ability to work independently and collaboratively in a team-oriented environment.
- Excellent written and communications skills
- Current full driver's License

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Tertiary qualifications in Computer Science and Information Technology or equivalent work experience
- IT certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or similar
- Experience with cloud platforms and services.
- Knowledge of Active Directory, user account management, and group policies.
- Knowledge of ITIL principles and best practices.

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

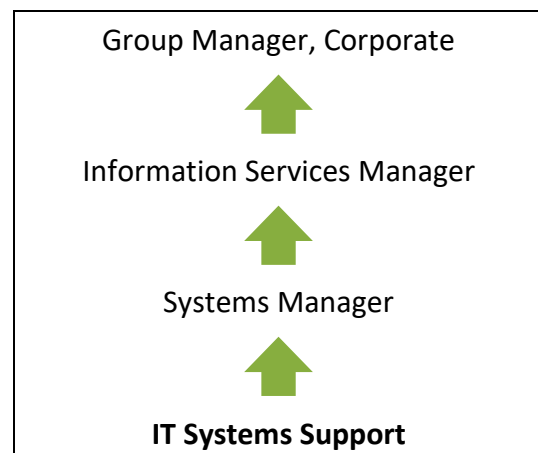
We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures.
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold the principles of Te Tiriti o Waitangi, commit to our partnerships with mana whenua and increase our knowledge of te ao Māori, te reo Māori and tikanga Māori.
- Act as an ambassador for our Council, living the council values.
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position.
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training.
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives.

Your reporting lines



Additional Information

Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	Nil

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

.....
Approved: (Manager/Supervisor)

.....
Date:

.....
Agreed: (Staff Member)

.....
Date: