



Position Description

Position Title: IT Systems 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 technical assistance and support to end users. It helps maintain productivity across the organisation by troubleshooting technical issues, providing prompt resolutions, and minimising downtime. This role also supports security controls and user access to Council systems.

OUR VISION:

**A future-focused district, backed by a
trusted, 'can-do' council.**

He rohe aro ki tua, he waiaro 'whakatutuki'

What you will do

- Provide timely, practical and customer focused technology support to Council employees, helping them use systems and equipment effectively.
- Diagnose and resolve hardware, software, peripheral and network connectivity issues, escalating faults to the appropriate team member or service provider.
- Install, configure, maintain and support computers, mobile devices, software, peripherals, and network devices in accordance with Council standards.
- Complete end point upgrades, updates and security patches to maintain device reliability performance and security.
- Record, prioritise and manage incidents and service requests through the service request system, maintaining accurate records and keeping users informed of progress.
- Maintain accurate technology asset records, including equipment allocation, configuration, location and lifecycle status.
- Create, update and deactivate user accounts and access permissions in accordance with approved requests, supporting employee onboarding, role changes and departures.
- Support the operation and monitoring of back up and recovery systems, investigate failures and assist with recovery testing and data restoration as required.
- Apply Council's information security requirements, identify and escalate potential security issues, and support appropriate responses within the scope of the role.
- Maintain clear and accurate technical documentation, procedures and user guidance to support consistent service delivery and knowledge sharing.
- Provide practical guidance to employees on technology use, troubleshooting and

security practices, building confidence and support productivity.

- Identify recurring issues and opportunities to improve technology support, systems and processes.
- Maintain current knowledge of relevant technologies, support practices and emerging security risks.
- Undertake other reasonable duties consistent with the purpose and scope of the role.

What you will bring

Required

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

- Practical knowledge of desktop systems, business applications, hardware, peripherals and basic networking.
- Ability to diagnose technical issues, resolve faults and escalate when needed.
- Patient, respectful and customer focused support for users of all technical abilities. Clear communication skills, with the ability to explain technical information simply.
- Ability to prioritise requests, manage competing demands and keep users informed.
- Attention to detail in maintaining records, asset information and documentation.
- Understanding of information security, privacy and confidentiality.
- Ability to work independently and contribute effectively to a team.
- Strong interest in technology and a commitment to ongoing learning.

Desired

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

- Relevant IT qualification or equivalent practical experience.
- Relevant IT support certifications, such as CompTIA A+.
- Experience in service desk or desktop support.
- Experience supporting cloud services and workplace applications.
- Knowledge of Active Directory, user accounts, permissions and Group Policy.
- Experience managing devices, software, patches and technology assets.
- Familiarity with backup monitoring, recovery and restoration testing.
- Knowledge of ITIL principles for incident and service request management.

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 council partnerships with Rangitāne o Tāmaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding 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 line

Information & Digital Services Manager



Systems Manager



IT Systems Support

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.)

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Approved: (Manager/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: