

Whakaaturanga Mahi – Job description

Job details	
Job title:	IT Helpdesk/Support Analyst
Reports to:	IT Manager
Direct reports:	nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Enable New Zealand people leaders IT support team All Enable New Zealand Limited staff
<i>External:</i>	System support partners Suppliers Registered specialised assessors
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand (**Enable**) is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

To provide user support and customer service on company-supported computer applications and platforms. Troubleshoot problems and advise on the appropriate outcomes to support Enable New Zealand (**Enable**).

The IT Helpdesk Support Analyst is responsible to the IT Director for the efficient and effective performance of the following duties:

- Meet Business Unit's service level agreements for providing application and user support.
- Use of Service Desk management software Enable Support Request Service (Lansweeper) for the purpose of logging, updating and monitoring of job/issues/requests.



- Assist with the documentation of, and compliance to Enable New Zealand's IT policies, procedures and practices.
- Respond to requests for assistance in person, via phone and electronically.
- Training other Enable staff members on troubleshooting and diagnosing problems.
- Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods.
- Diagnose and resolve level 1 and 2 technical and software issues and remotely accessing client devices to make changes and fix when needed.
- Research questions using available information resources.
- Advise users on appropriate action.
- Follow standard help desk procedures.
- Redirect calls for resolution to appropriate resource.
- Identify and prioritise situations requiring urgent attention.
- Track and route problems, requests and document resolutions.
- Keep abreast of information technology changes and best practices.
- Working knowledge of fundamental operations of relevant software, hardware and other equipment.
- Knowledge and experience of customer services practices
- Related experience and training.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Technical competence <i>Ability to advise and support Enable New Zealand Service Units and external customers of Enable New Zealand services.</i>	<ul style="list-style-type: none"> • Enable New Zealand Services are supported. • Diagnose and resolve technical hardware and software issues. • Knowledge and skills are shared with colleagues to support their professional development and extend the team's capabilities. Provide advice for business issues where appropriate.
Communications <i>Demonstrates ability to communicate at all levels in both written and verbal language. Communicates ideas, views and information clearly and concisely. Responds actively and sensitively to customer needs</i>	<ul style="list-style-type: none"> • IT users understand and implement assistance provided. • Respond to requests for technical assistance in person, via phone and electronically.

Key objectives	Responsibilities
Productivity <i>Organises work activities to improve results.</i> <i>Uses resources effectively and efficiently.</i> <i>Completes assigned tasks.</i> <i>Meets schedules and other time commitments.</i> <i>Demonstrates an ability to think and act effectively</i>	<ul style="list-style-type: none"> Plans tasks and commitments in conjunction with manager to ensure current work can be completed in proposed timeframe. Track and route problems, requests and documents resolutions to ensure it keeps within proposed timeframes. Diagnose and resolve technical hardware and software issues in proposed time frames. Log all help desk interactions.
Develop and maintain collaborative relationships with the service units	<ul style="list-style-type: none"> A customer-centred approach to work is undertaken. Relationships with Service Units are built and sustained on trust and confidence through application of knowledge, skill and integrity. Service Unit requirements and expectations are clearly understood and agreed before delivering to those requirements. That expectations and opportunities to anticipate Service Unit needs are maximised wherever possible. The skills, attributes, experience and opinion of colleagues are respected and appropriately sought to promote achievement of the team's objectives.
Quality <i>Demonstrates a commitment to quality and the quality process.</i> <i>Constantly strives to work with other team members to improve the level of service to customers.</i>	<ul style="list-style-type: none"> Log all helpdesk interactions.
Teamwork <i>Actively supports IT team maintenance activities.</i> <i>Is willing to assist team by utilising existing knowledge to help the group achieve those objectives.</i>	<ul style="list-style-type: none"> Establishes and maintains cooperative and productive work relationships with all Enable employees.
Professional Development <i>Maintains up to date knowledge of IT practices and procedures.</i>	<ul style="list-style-type: none"> Complete appropriate course(s), study, and exam(s) to maintain relevant certifications. Offers solutions and advice in accordance with best practice.
Health, Safety, and Wellbeing <i>Apply knowledge and skills to all work practices to</i>	<ul style="list-style-type: none"> Is familiar with all policies and procedures as they affect the work environment. Ensure that safe working procedures are practised, and no person is endangered through action or inaction.

Key objectives	Responsibilities
<i>ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi – Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Essential

- Microsoft Windows server.
- Active directory.
- Microsoft desktop operating systems.

Technical Competencies

The IT Help desk Operator must display a sound knowledge and proficiency in the following areas:

Operational speciality

- Proficiency in Microsoft Office suite of applications.
- Understanding of performance measurement and management systems.
- Knowledge of and exposure to planning tools and techniques.
- Ability to inquire into, understand and translate strategy and business processes to facilitate change.
- Experience in analysing and reporting.

Personal/interpersonal competencies

- Demonstrates integrity and ability to induce trust
- Is able to work independently and as a team member
- Is motivated by enabling others to succeed
- Demonstrates a customer service ethic
- Demonstrates attention to detail
- Ability to adapt to an evolving role within a developing unit.

Communication skills

- Displays strong listening skills.
- Competent execution of English language and grammar.
- Ability to convey complex ideas to target audience verbally and in written form.
- Ability to write concise, meaningful business / performance reports.
- Ability to present data and performance information logically.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.