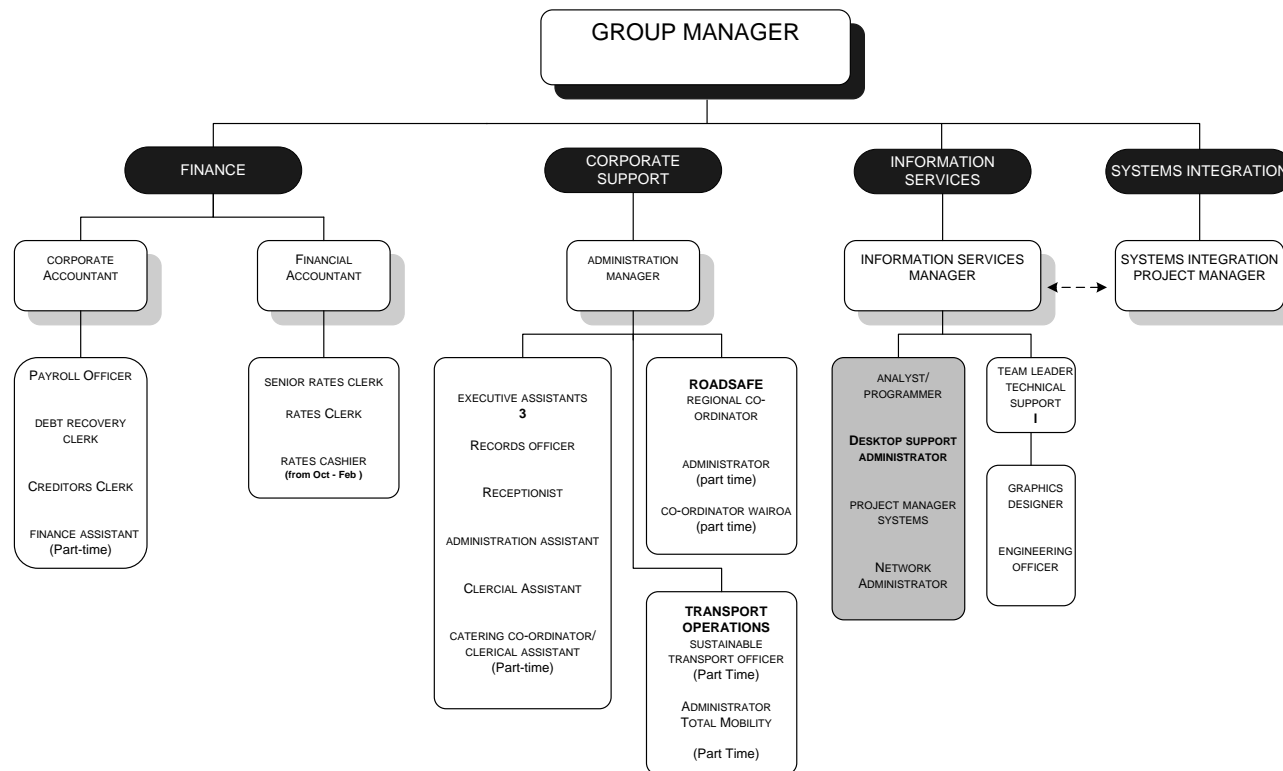


HAWKE'S BAY REGIONAL COUNCIL

JOB DESCRIPTION – DESKTOP SUPPORT ADMINISTRATOR

POSITION TITLE: DESKTOP SUPPORT ADMINISTRATOR
RESPONSIBLE TO: INFORMATION SERVICES MANAGER
RESPONSIBLE FOR: N/A
SALARY RANGE: \$40,000 to \$48,000 (100%)
JOB CONTEXT:

CORPORATE SERVICES GROUP



JOB SUMMARY:

- Technical support of Microsoft Windows PCs
- Assist users in solving problems
- Assist with training and education
- Perform housekeeping duties

POSITION: DESKTOP SUPPORT ADMINISTRATOR

KEY RESPONSIBILITIES:	KEY INDICATORS:
1. Provide technical support to users.	<ul style="list-style-type: none"> • Provide timely and effective support for users.
2. Assist with training and education on the use of the organisation's facilities and software.	<ul style="list-style-type: none"> • Users requirements are met. • Keep up to date with software features. • Create and maintain training notes.
3. Perform housekeeping duties	<ul style="list-style-type: none"> • Keep devices serviced and cleaned as required by manufacturer's requirements. This includes changing printer ribbons, toner cartridges. • Tape drives are cleaned as required. • Monitor stocks of stationery and supplies. • Initiates and monitors backups on all systems. Checks that all data files are backed up daily. • Network Log is kept up to date. • Retrieve files from backup, as and when required. Time limitations are dependent on users requirements. • Performs data entry, as required.
4. Assist Information Services Assistant, as required.	<ul style="list-style-type: none"> • Maintain network servers, when required.
5. To actively and enthusiastically promote the concept of continuous improvement in your work for the Council	<ul style="list-style-type: none"> • Maintain a positive overall attitude in the workplace as assessed by your peers and Manager. • Take part in training opportunities provided by Council with an open mind, as assessed by pre and post training meetings with your Manager. • Practice the skills provided in training offered by the Council, as assessed by regular feedback meetings with your Manager. • Show a strong team commitment, as indicated by peer feedback and your Manager's assessment. • Practice the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.

KEY RESPONSIBILITIES:	KEY INDICATORS:
	<ul style="list-style-type: none"> • Give honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager. • Active involvement in decision making processes when the opportunity is made available. • Where appropriate, new staff are inducted into the continuous improvement process.
<p>6. To follow established health and safety procedures while working for the Council, and in accordance with policies to be developed by the Council</p>	<ul style="list-style-type: none"> • Compliance with and adherence to the Council's accepted standards and procedures. • Where appropriate workplace hazards are identified and communicated to management. • Regular reviews of workplace hazards are undertaken • Where appropriate, advise reporting staff of OSH standards and procedures. • When, and if, necessary, investigation of accidents/incidents are carried out according to Council procedures. • Appropriate and effective staff training is undertaken as and when necessary. • Promote a healthy & safe workplace. • Maintain a clean & tidy workspace.
<p>7. To undertake such Emergency Management functions as are determined appropriate to meet the Council's role and function in this area.</p>	<ul style="list-style-type: none"> • Undertake such a role as is allocated for emergency management requirements. • Participate in such exercises as are required to maintain a state of preparedness in the Council. • Respond to such requests to assume an emergency management role as are required by events.

POSITION: DESKTOP SUPPORT ADMINISTRATOR

KEY SKILLS

- Good working knowledge of Microsoft Windows 98, 2000 and XP operating systems.
- Good working knowledge of Microsoft software applications, especially Word, Excel and Outlook.
- Good working knowledge of web development languages, such as HTML and ASP.
- Good working knowledge of Hewlett-Packard and Canon laser printers, colour inkjet printers and digital copiers.
- Good communication skills, which are clear and simple.
- Be customer focused
- Have a high level of initiative, judgement and accuracy,
- Have effective Time Management skills
- Ability to work under pressure.
- Ability to work to tight deadlines.
- Ability to learn new techniques quickly.
- Ability to quickly identify problems and provide solutions.

COUNCIL'S VISION AND VALUES:

Vision:

- A region with a vibrant community, a prosperous economy, a clean and healthy environment, now and for future generations.

Values:

- Excellence: We aim high and take pride in providing exceptional service.
- Forward Thinking: We anticipate and prepare for the future.
- Innovation: We are open to change and seek new ways of doing things.
- Integrity: We demonstrate openness, honesty and respect in our relationships.
- Partnerships: We build strong partnerships to achieve common goals.