

<b>POSITION TITLE:</b>	ICT Support Officer		
<b>GROUP:</b>	Corporate Services	<b>SECTION:</b>	Information and Communication Technology
<b>REPORTS TO:</b>	Team Leader, Business Support		
<b>RESPONSIBLE FOR:</b>	N/a		
<b>FAMILY:</b>	OS6	<b>GRADE:</b>	10
<b>DATE REVIEWED:</b>	May 2024		

#### HBRC STRATEGY

##### Our Vision:

We want a healthy environment and a resilient and prosperous community.

##### Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

##### Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

##### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

#### POSITION SUMMARY

The role of the ICT Support Officer is to provide Level 1 technical support assistance across HBRC, including the capturing of support requests, initial triage, issue resolution, with escalation when needed. The role requires a strong customer service focus, the ability to prioritise work, manage work schedules and workflow, with the ability to interpret information and make sound judgements.

Your specific ICT Support Officer role is to provide relevant, professional input into the roles and functions as outlined above in order to ensure the Business Support Team achieves its objectives. Your role will require input which will relate to your relevant skills, the needs of the specific role and your experience but will also include activities that extend and provide for individual professional development.

## GROUP AND TEAM GOALS:

The Business Support team is responsible for the operational effectiveness of all production systems, as well as helping the organisation with process improvement and automation, implementing small change/enhancements to existing applications and the provisioning of data and reporting to support business users. The team ensure that the Council's business units have the right software tools and processes in place to work efficiently and effectively, and then provide support for the technology that is in place.

This team provide capacity to the ICT Strategic Projects team as needed, with targeted expertise in applications, requirements, change management, testing, user adoption and transitions into BAU. Enterprise Information management also resides here, understanding that information governance and policy are Council functions. User education regarding the core functional applications within the organization is also part of this team's brief.

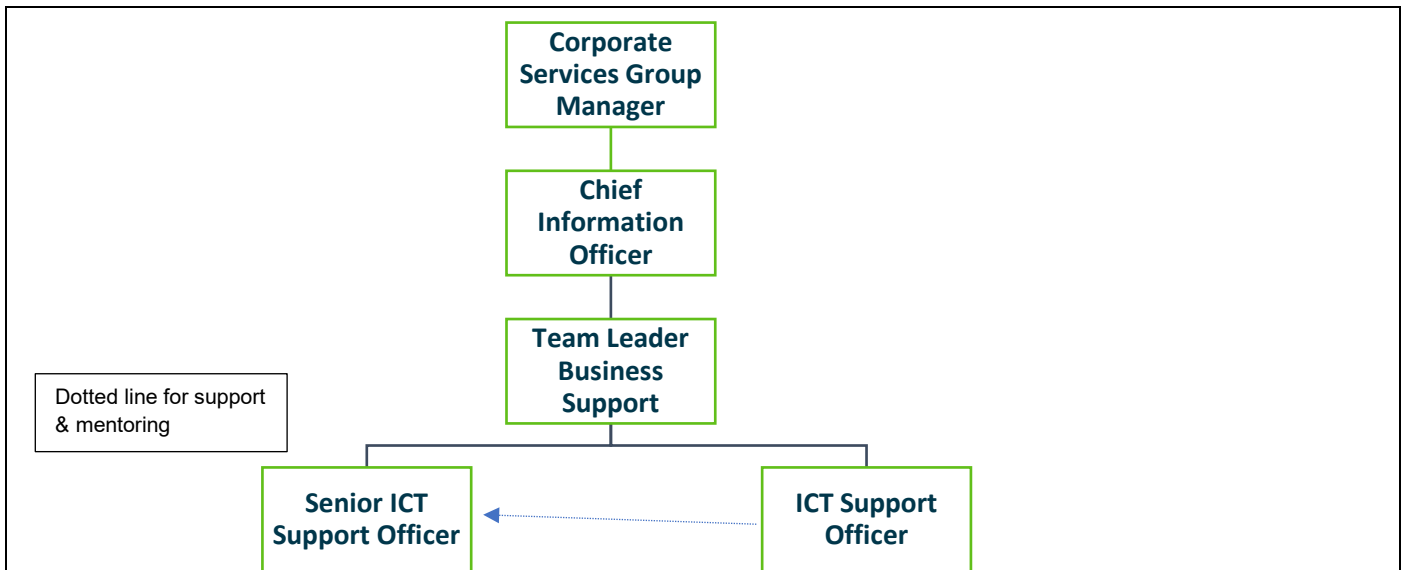
The team provides business as usual (BAU) application support for the complete lifecycle to HBRC business units and users. Including:

- Process Automation
- Technology Scouts
- Business Analysis
- Project Management
- Change Management
- Research and Development
- Application adoption and integration
- Application support
- Hardware Support
- Continual process refinement and improvement
- Reporting

The team sits within the wider ICT Team, which provides the following role and functions as part of the Corporate Services Group:

- Provide seamless user experiences across various platforms – on-site, remote, and mobile.
- Maintain an innovative telecommunications infrastructure, encompassing landline and mobile telephones, internet, and mobile data services.
- Innovate and sustain custom applications, software, and GIS solutions.
- Offer dynamic ICT services, including Project Management, Business Analysis, Reporting, Product Enhancement, Development, Vendor Management, and Contract Management.
- Manage information services, embracing modern approaches to records, library, and mailroom functions.
- Ensure the reliability and support of a progressive technology infrastructure.
- Drive and oversee organization-wide ICT projects to successful completion.
- Contribute actively to the success of region-wide Shared Service initiatives.
- Elevate ICT customer service to top-tier standards.
- Engage in national and regional initiatives, focusing on data sharing, collaborative vendor management, cloud computing, standardization, and interoperability.
- Optimize outsourced and managed services for cost-effectiveness and maximum value.

## ORGANISATIONAL CONTEXT



## JOB SPECIFIC ACCOUNTABILITES

### Service Desk Support

- Ensuring all End User Service Requests and all helpdesk calls are logged, monitored and managed through to completion in a timely and professional manner according to agreed workflows/SLAs
- Implementing a strong customer-centric approach in managing service requests
- Ensuring adequate coverage of Service Desk is provided during breaks / holidays / leave periods
- End User expectations and requirements are consistently met, and work is performed to a high standard.
- An ability to achieve results in an environment inherent with constant interruptions.
- Recurring functions delivered by the service desk are diligently monitored and actioned throughout the day, such as the assessment of quarantined email messages.
- ICT Service Desk documentation is complete, relevant and up to date. This includes complete documentation of ICT Service Desk policies, processes and procedures.
- ICT Hub documentation is maintained, relevant and up to date. This includes creation of user guides and training tips / tools that will help improve customer service and satisfaction
- Immediately logging any security concerns or issues as per ICT policies
- Identifying areas for improvement e.g. training or policies, to help with business support and overall improvement of ICT use across HBRC
- All ICT policies, processes and procedures are followed without deviation.

### First Level ICT Technical Support

- 1st level remote support of End User hardware and software services is timely and professional, such as immediate response requirements for account lockouts.
- 1st level in-person support is delivered in a professional and positive manner without undue delay.
- Recurring functions delivered by the service desk are diligently monitored and actioned throughout the day, such as the assessment of quarantined email messages.
- User creation and Office 365 portal email creation
- Ensuring that all desktops have a working antivirus application installed on each desktop o Ensuring that all desktops have up to date Microsoft patches via the HBRC patching mechanism o Help troubleshoot print errors and Print queues as required
- Assist the ICT Desktop Support when required.

### Desktop Support

- Procurement and provision of hardware and software is appropriate and timely.
- Configuration and provision of smartphones and tablets is consistent and timely.
- Computer hardware and software assets are tracked and managed in real-time and periodic audits are undertaken.

### Application Support

- Assist with application installation of corporate applications such as office suite, browsers.
- Manage the onboarding/offboarding and internal role changes of user profiles and access levels across applications
- Assist with application errors (triage, issue identification, issue resolution, documentation)
- Troubleshoot application and system issues on client devices
- Assist with installation and upgrade of Windows end user operating systems.
- Assist with deployment of applications as requested via software deployment application.

### Team Support

- Provide support to wider members of the ICT team in analysing, trouble-shooting and resolving technical issues.
- Bring a solution and customer mindset to the role, working effectively with cross functional teams to provide assistance, expertise and solutions to problems.
- Work closely with key stakeholders to provide technical expertise as required.
- Translate complex IT concepts into terms to suit the audience.

### Telecommunications and meeting technologies

Assist with the use of and issues with Telecommunications and meeting technologies.

Assist with meeting room and AV equipment set up and issues.

### FUNCTIONAL RELATIONSHIPS

#### Internal

- Group Managers
- Executive Team
- Elected members
- Team members

#### External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

### COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

## CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

## EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## PERSON SPECIFICATION

**Minimum Qualifications and Experience required**

- Relevant Bachelor's degree or equivalent tertiary qualification such as Microsoft, ITIL or other industry standard Certifications or Qualifications, or 1-3+ years in a similar role
- Valid driver's licence required.

**Knowledge**

The following indicates what would typically be expected for this role at a competent level:

- Strong working knowledge of helpdesk or service desk operations in a business environment.
- Understand fundamentals of end user computing and computer networking in a business environment, including cloud and thin client computing.
- Understand fundamentals of computer hardware and software design and functionality.
- Understand fundamentals of desktop-related issues on servers; Print, Anti-virus, File backups, File and Email access/permissions and wired and wireless networks.
- Exceptional customer service skills.
- Excellent written and verbal communication skills.
- Excellent time management and task prioritisation skills.
- Experience with Microsoft Windows 7 and 10 and Office Products; Outlook, Lync, PowerPoint, Word and Excel.
- Experience with configuration and troubleshooting of mobile devices and operating platforms; iOS and Android.
- Experience within an ICT service delivery business unit.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

**Personal Attributes**

- A "can do!" attitude.
- Excellent planning, task prioritisation and time management skills.
- Strong customer and vendor relationship focus.
- Good communication skills, which are clear and simple.
- Self-motivated.
- Customer focused.
- Take pride in improving processes.
- Works smart.
- Willingness to take on responsibility, be accountable and be decisive.

**Awareness**

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

**CHANGES TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

**ACKNOWLEDGEMENT**

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name