

JOB DESCRIPTION

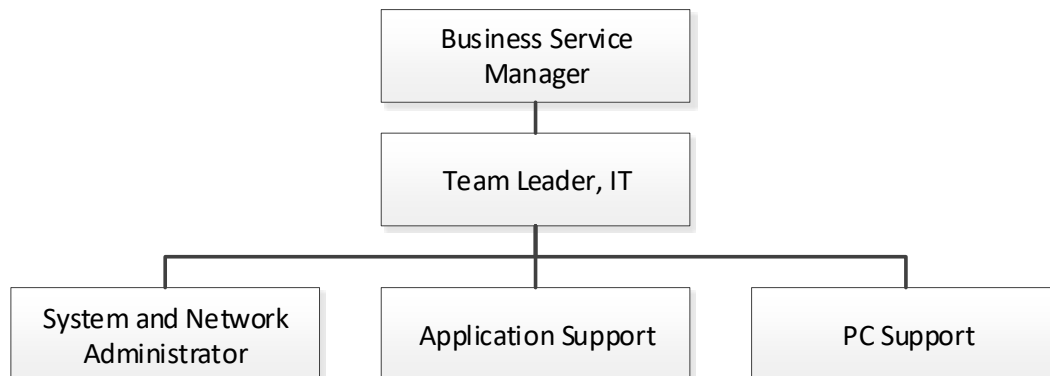
Job Title: PC Support
Work Unit: Business Services
Responsible to: Team Leader, Infrastructure Technology

Position purpose: This job exists to:

- Provide excellent customer service in the delivery of front line IT support to Council staff. This is primarily Level 2 support, with some Level 1 plus limited level 3 support
- Provide technical support of desktop equipment, corporate applications and systems
- Provide general administration and support of “off the shelf” software and systems

Salary: \$59,948 (85%) to \$70,527 (100%)
Date: November 2023

ORGANISATIONAL CONTEXT



FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none">• Hardware and software suppliers• Network Service Providers• Other Regional Councils• Other Local Authorities	<ul style="list-style-type: none">• Business Services Team• Corporate and Governance Group staff• Other Horizons Regional Council staff

KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
Infrastructure Technology Maintenance	
<ul style="list-style-type: none"> • Installation, configuration and support of end user computer hardware (including firmware updating, imaging etc.) - along with work management of external Hardware services provider • Identification and diagnosis of desktop computer system problems and implementation of solutions • Ensuring the availability of the Council computer system and communication equipment in accordance with agreed service levels • Maintaining desktop computer hardware • Maintaining the IT inventory including Asset list updating • Maintenance of Council 'off-the-shelf' software applications 	<ul style="list-style-type: none"> • End-user hardware and new systems are both installed and operational within agreed timeframes • Identified problems are resolved within agreed timeframe • Hardware maintenance and replacement cycles meets or exceeds required levels • Asset List is kept up-to-date, current & useful • Proactive identification of beneficial system enhancements and amendments
User Support and System Operation	
<ul style="list-style-type: none"> • Level II (primary purpose), Level I and III (where appropriate) helpdesk support including all facets of a users use of the Horizons computer system • IT duty officer as defined in the duty officer conditions • Development of Standard Operating Procedures (SOP's) and documentation for application updates, upgrades and use • Telephony support including Voice over I.P (VoIP), wireless and mobile phone technology • Ensure that client support expectations are met through timely escalation of incidents where necessary • Developing and activating problem resolution processes to reduce incidents – including identification of training needs and system/process improvements • Ensuring the quality of data input into IT Service Management systems (assets, knowledge, service requests etc.) • Ensuring customer support calls are completed such that call-backs are rare • Work with System/Network Administrator in maintenance of workstation security software • Ensuring that the customer understands the possible impact of any unresolved issues related to the call 	<ul style="list-style-type: none"> • Scheduled work is completed in an effective manner, reflecting the priority placed on the call by the customer and/or IT Team Leader • All systems (internal and vendor related) are complete and documented in a timely manner and to agreed standards • Urgent after hours support is provided within acceptable timeframes to the customer • Assigned service requests are dealt with in a timely and efficient manner to customer satisfaction and within agreed timeframes • Resolution for in house telephony issues, patching, new installs & VoIP configuration is provided in a timely manner • All levels of customer are effectively supported • Follow up resolution processes are identified and escalated when applicable • Business impact of incidents is reduced by timely identification and resolution of problems • Standard operating procedures are developed, tested and maintained • System security and integrity is maintained

Training and Advice	
<ul style="list-style-type: none"> • Training and advising customers in the efficient use of the computer system (including hardware and applications) • New user IT inductions • Assisting in the evaluation of proposed applications and systems • Participation in desktop hardware and application roadmap planning as part of team strategy including testing an implementation of the plans. 	<ul style="list-style-type: none"> • Effective and timely advice and assistance is provided to users • Customers are satisfied with the relevance of advice and assistance given • Customers receive up-to-date relevant information. • IT Strategic Plan is achieved through individual and collaborative effort on operational roadmap and associated actions
Corporate Contribution	
<ul style="list-style-type: none"> • Maintain own professional development. • Undertake corporate Performance Development tasks/responsibilities • Undertake corporate Health and Safety tasks/responsibilities • Participate in emergency management activities as required • Participate and contribute to corporate projects and inter-departmental initiatives as agreed • Maintain Council plant and equipment • Fulfil administration-reporting requirements (eg. timesheets, vouchers, reporting) 	<ul style="list-style-type: none"> • Appropriate training and development undertaken as agreed • Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes • Contribution to projects and corporate initiatives is effective and valued • Administration requirements are completed in a timely and accurate fashion • Effective co-ordination of external suppliers including during the implementation of IT projects

PERSON SPECIFICATION

Qualifications

Essential

- Information Communication Technology (ICT) related degree or, equivalent knowledge and experience
- 1A current "Class 1 - with no restrictions" motor vehicle licence.

Desirable

- A+, N+, MCTS, MCITP, MCSA or similar are desirable

Knowledge/Experience

- 1-2 years experience in a technical support role servicing customers both directly and remotely with experience and skills in the follow areas:
 - Good working knowledge of end user hardware configuration, installation and repair
 - Strong Microsoft desktop operating systems, Microsoft Office skills and Apple mobile device knowledge
 - VOIP desktop hardware & software configuration
 - Troubleshooting skills across a wide array of areas including network, access to resources, desktop and user environments etc.
 - Some server administration skills including but not limited to use and administration of Active Directory and its objects, and other server applications.
- Previous experience in a customer services role, including management of customer expectations and external vendor relationships
- Helpdesk support skills

KEY JOB COMPETENCIES

Detailed Working Knowledge

- PC hardware building & troubleshooting
- Microsoft desktop operating systems/suites
- Apple mobile devices and their operation
- Desktop software application installation, maintenance and support.
- Desktop level technology troubleshooting
- Effective problem diagnosis in the above areas

Skills and Attributes

- Desire and ability to provide excellent customer service
- Ability to analyse issues and come to sound decisions and provide solutions.
- Ability to contribute positively to a team environment
- Can take complex information and successfully explain it in layman's terms
- High degree of initiative with the ability to work autonomously with minimal supervision
- Ability to build and maintain strong relationships
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone and face-to-face)
- Ability to work to time frames and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- High PC literacy skills.

KEY COMPETENCIES FOR PERFORMANCE DEVELOPMENT

Customer Focus

- Commitment to meeting the needs of anyone they work for and with including colleagues.

Job Knowledge

- Have the knowledge and skills to perform the requirements of the position.

Communication

- Use written and verbal language and style appropriate to the audience and context.

Teamwork

- Work constructively with people as a team member to achieve a common goal.

Dependability and Commitment

- Reliable and dedicated to achieving results.

Continuous Improvement

- Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.

Organising for Results

- Ensures work is completed effectively and within agreed deadlines.

PERSONAL ATTRIBUTES

- Excellent communication skills (verbal and written) with a wide range of people
- Commitment to providing quality customer service
- Display honesty and integrity

- Be a competent organiser, reliable and dedicated to achieving results.
- Good sense of humour
- Ability to logically troubleshoot/diagnose problems

OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Be "on call" 24/7 (a minimum of one week in five) as per the Horizons IT Duty Officer agreement.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.

Horizons Regional Council Core Values

Values are the essence of this organisation's philosophy for achieving success. They are the bedrock of our culture and our view of how Horizons Regional Council staff should behave. They also provide us with a common direction and guidelines for day-to-day behaviour.

Professionalism

Professionalism at Horizons Regional Council is delivering what is promised in a skilled, timely and appropriate manner.

Teamwork

Teamwork at Horizons Regional Council is successfully achieving shared goals through dialogue, cooperation and respect for others.

Integrity

Integrity at Horizons Regional Council is being honest with others; respectful of their race, gender, age, beliefs or values.

Self-Responsibility

Self-responsibility at Horizons is highly valued. All individuals are responsible for actively managing their own behaviour, learning, developing, and performing, including accepting responsibility for actions.

Approved: _____ (Manager)

Date: ____/____/____

Read and Understood: _____ (Incumbent)

Date: ____/____/____