JOB DESCRIPTION
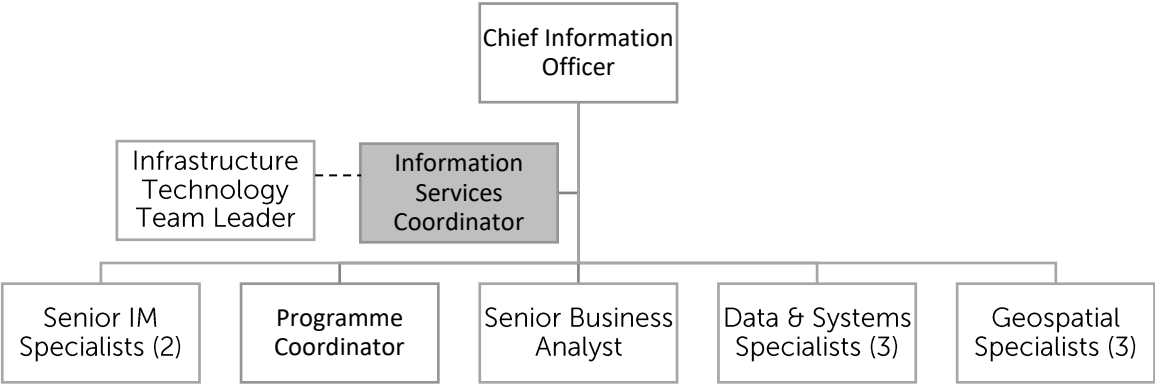
Job Title: Information Services Coordinator

Work Unit: Information Management Team, Regional Services & Information Group

Responsible to: Chief Information Officer, Information Management

Position purpose: Information Services Coordinator is a key role supporting both IT and IM service delivery areas, ensuring alignment with ITIL principles to provide efficient, high-quality support to end-users and uphold the effective operation of IT and IM systems and procedures. This role is responsible for managing and resolving service requests and incidents, developing and overseeing Operational Level Agreements (OLAs), and contributing to proactive problem and change management to minimise disruptions and improve service outcomes.

Salary: $63,445 (85%) − $74,641 (100%)
Date: March 2025

ORGANISATIONAL CONTEXT

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                    ┌──────────────────┐
                    │ Chief Information │
                    │     Officer       │
                    └──────────────────┘
                             │
  ┌──────────────┐   ┌──────────────────┐
  │ Infrastructure│---│   Information     │
  │  Technology   │   │    Services       │
  │  Team Leader  │   │   Coordinator     │
  └──────────────┘   └──────────────────┘
           │
  ┌──────────┬──────────┬──────────┬──────────┬──────────┐
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| Senior IM Specialists (2) | Programme Coordinator | Senior Business Analyst | Data & Systems Specialists (3) | Geospatial Specialists (3) |

Horizons
REGIONAL COUNCIL

FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
▪ Hardware and software suppliers ▪ Network Service Providers ▪ Other Regional Councils ▪ Other Local Authorities Consultants and Contractors	▪ Executive Team ▪ Regional Services & Information ▪ Strategy & Regulation ▪ Natural Resources & Partnerships ▪ River Management ▪ Corporate ▪ Catchment Data ▪ Emergency Management ▪ Consents and Compliance ▪ Policy ▪ Research & Innovation ▪ Freshwater Management ▪ Land Management ▪ Pest Management ▪ River Management Investigation & Design ▪ Area River Engineers ▪ Finance ▪ Rates ▪ Information Technology ▪ Comms

KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
Service Request Fulfilment	
▪ Managing and resolving Service Requests, such as user access provisioning, software installations, and routine maintenance tasks, in alignment with ITIL's Service Request Management practices. ▪ Ensuring all Service Requests are logged, categorized, and resolved or escalated within OLA guidelines.	▪ Service Requests are resolved within OLA timelines. ▪ Feedback from users indicates high satisfaction ▪ Service Request resolution time improves.
Incident Management	
▪ Acting as the first point of contact for reported incidents, ensuring proper classification, prioritisation, and resolution or escalation. ▪ Providing initial troubleshooting for low-complexity incidents, reducing the burden on second-line support teams.	▪ First Contact Resolution (FCR) rate for incidents improves. ▪ Incident prioritisation accuracy is consistently above. ▪ OLA breaches are minimised through effective triage and escalation.
Problem Management	
▪ Identifying trends in recurring incidents and contributing to Problem Management by highlighting potential root causes. ▪ Collaborating with IT and IM teams to implement permanent fixes to reduce repeat incidents.	▪ Recurring incidents are reduced due to proactive problem identification. ▪ Root cause analysis (RCA) reports are completed for all major recurring incidents within a specified timeframe. ▪ Feedback from teams indicates clear, actionable problem insights.

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Knowledge Management	
▪ Documenting resolutions and best practices in the organisation's knowledge base (Sheldon?) to support quicker resolution of similar issues in the future. ▪ Maintaining and updating knowledge articles to reflect changes in systems, processes, or tools.	▪ Knowledge base usage increases because of new or updated documentation. ▪ Resolution times for frequently encountered issues decrease due to effective documentation.
Change Enablement	
▪ Supporting Change Management processes by documenting and coordinating routine changes, such as software updates or configuration adjustments. ▪ Ensuring changes are implemented with minimal disruption to services. ▪ Support the administrative functions of the Change Advisory Board, including scheduling, agenda preparation, and record-keeping to ensure smooth and transparent change processes. ▪	▪ Routine changes are implemented with zero unplanned service interruptions. ▪ Feedback from Change Management stakeholders indicate improved coordination and accuracy. ▪ All documented changes comply with ITIL-aligned processes and policies.
Continual Service Improvement (CSI)	
▪ Monitoring service delivery metrics and identifying opportunities for improvement. ▪ Collaborating with teams to implement changes that enhance efficiency, user satisfaction, and service quality.	▪ At least two process improvement initiatives are implemented quarterly. ▪ CSI initiatives lead to measurable gains, such as reduced resolution times or higher OLA compliance. ▪ End-user satisfaction scores improve by 10% over the year.
Communication and Coordination	
▪ Acting as a liaison between IT, IM, and end-users to ensure clear communication of ticket status and resolution timelines. ▪ Keeping stakeholders informed about service delivery trends, bottlenecks, and improvement initiatives.	▪ Regular status updates are provided for all escalated tickets and changes. ▪ Stakeholders' express satisfaction with the clarity and timeliness of communication (measured via feedback surveys). ▪ Weekly reports on ticket trends and OLA performance are consistently delivered on time.
Asset Management	
▪ Maintaining the IT inventory, including the Asset list. ▪ Ensuring the availability of Council computer systems and communication equipment in accordance with agreed service levels.	▪ Asset List is kept up-to-date, current, and useful. ▪ Identified problems are resolved within agreed timeframes.
Information Security Management	
▪ Maintaining workstation security software and monitoring endpoint security measures. ▪ Ensuring that customer understanding is clear regarding the impact of unresolved issues.	▪ System security and integrity are maintained. ▪ Business impact of incidents is reduced by timely identification and resolution of problems.

Service Level Management	
▪ Collaborating with IT and IM teams to develop and implement Operational Level Agreements (OLAs) where none currently exist. ▪ Ensuring OLAs reflect realistic performance expectations and align with organizational needs.	▪ OLAs are developed and approved for all major services within 6–12 months. ▪ OLA compliance reports show consistent adherence, with improvements over time.

PERSON SPECIFICATION

Essential:

▪ Relevant qualification in IT, Information Management, or a related field or equivalent industry experience.
▪ Proven experience with service management tools.

Desirable:

▪ Hands-on experiencing managing tickets, incidents, and service requests.
▪ Proven experience with service management tools (e.g., Manage Engine).
▪ Proven track record in process improvement and automation within a service delivery environment.
▪ Exposure to both IT and Information Management domains, with the ability to bridge gaps between the two.
▪ Knowledge of reporting and analytics tools to monitor and optimise service performance (e.g., Power BI).
▪ Experience in working within organizations undergoing digital transformation.
▪ Familiarity with organizational priorities in sectors like local government, utilities, or emergency management.

Knowledge/Experience

▪ At least 2–3 years of experience in an IT or IM support role.
▪ Hands-on experience in managing tickets, incidents, and service requests.
▪ Basic troubleshooting skills across IT/IM systems (e.g., user account management, software installations, minor connectivity issues).
▪ Familiarity with ITIL-aligned processes, including Incident Management, Service Request fulfilment, and Change Management.
▪ Strong communication and interpersonal skills to liaise effectively with users, technical teams, and stakeholders.

KEY JOB COMPETENCIES

Detailed Working Knowledge

▪ PC hardware building & troubleshooting
▪ Microsoft desktop operating systems/suites
▪ Apple mobile devices and their operation
▪ 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.

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- 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.
- 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.

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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.

NGĀ UARA O NGĀ PAE | HORIZONS VALUES

Manaakitanga | We care for our places and make a positive difference
We care for our communities and the region's environments. We care for current and future generations.

He kura te tangata | We treasure our people
We look after each other, we uphold each other's mana; we use our different skills to support one another.

Mā rau ringa e tutuki ai | We succeed together
We strengthen our partnerships by collaborating with each other and our communities. We share information, knowledge and experiences because doing things together, works best. We listen to understand each other.

Kia Mau Ki Te Tokanga Nui a Noho

Approved: _____ (Manager) Date: ___/___/___

Read and Understood: _____(Incumbent) Date: ___/___/___

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