



ARO TŪRANGA

Position Description

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuetanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

Tūranga <i>Position</i>	Engineer – Service Operations	
Uepū / Wāhanga <i>Department</i>	Taupārongo	
Rohe <i>Region</i>	Te Puna Manaaki - Head Office	
Wāhi Mahi <i>Location</i>	Māngere Campus – Auckland (physically based)	
Whakatau ki <i>Reports to</i>	Team Lead - Service Operations	
Māka Pūtea <i>Salary Grade</i>	Level 5	
Māngai Pūtea <i>Financial Delegation</i>	N/A	
Wā Roanga <i>Tenure</i>		
Ngā Rōpu Whaihua <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> • Taupārongo Management Team • Kaimahi within Taupārongo • Rohe Management and Sites • Kaimahi • Taurira 	<u>External</u> <ul style="list-style-type: none"> • Contractors and Suppliers • Consultants • Relevant Industry Sector Groups and Organisations

Pūtake Tūranga - Role Purpose

The primary function of the Engineer – Service Operations is to provide front-line IT advice and support to Te Wānanga o Aotearoa technology users (kaimahi and taurira); resolving all requests in accordance with Taupārongo procedures and strategic objectives. The position would be based at Māngere and Waitakere (Henderson) Campuses and be a mixture of deskside, phone and email support. The position reports to the Service Desk Team Lead in Glenview, Hamilton.

Key Performance Indicators	Success Factors
<p>Service Requests</p> <ul style="list-style-type: none"> - Respond to all requests for technical assistance: <ul style="list-style-type: none"> o in person o by phone o by email or electronically o through referral - Diagnose and resolve technical hardware and software issues - Follow standard service desk procedures - Improve service outcomes through service management processes (ie. Change, Incident, Service Level, Problem Management) 	<ul style="list-style-type: none"> • All service management processes (ie. Change, Incident and Problem Management) are clearly understood and followed • All interactions are logged appropriately (including the correct tagging of no-action phone queries) • Productivity is evidenced by <ul style="list-style-type: none"> o Number of calls answered o Number of service orders created • The root cause of all issues is correctly identified and appropriate action taken to fully resolve • Resolution timeframes are appropriate, clearly communicated and met • Positive feedback is received from customer surveys on quality, timeliness and resolution • Teamwork is effectively employed to accelerate resolution for requests which are urgent or call on specialist expertise • No warnings for non-compliance with service desk procedures • Curriculum queries are quickly identified and 'hand-shaked' through to the correct resource • Continuous improvement is employed to provide smarter, faster, better ways of meeting customer needs and administering service management processes
<p>Site Support - Māngere, Henderson</p> <ul style="list-style-type: none"> - Provide support for any issues which require on-site presence to investigate or resolve - Deliver on-site technical training (as required) to system, application and hardware users - Support IT Asset Management in the delivery and installation of hardware and accessories - Provide on-site support for new/upgraded technology - Travel to any location (as required) 	<ul style="list-style-type: none"> • On-site support meets the needs of customers and is logged appropriately • Relationships are maintained with IT Asset Management and the Organisational Enablement Team to make the best use of on-site time • Training details, attendees and Q&A are correctly documented • The asset database is up-to-date and reflects any changes made on-site • Assets requiring re-imaging or which are obsolete are collected and delivered to IT Asset Management • Conduct while visiting sites reflects TWoA values and enhances Taupārongo relationships • All requests to travel (including overnight stays) have been fulfilled (by the requested kaimahi or through internal team negotiation and manager consent)
<p>General Maintenance</p> <ul style="list-style-type: none"> - Undertake general maintenance tasks (such as - but not limited to): <ul style="list-style-type: none"> o User setup o Active directory content update o Back end system maintenance o Testing o Re-imaging o Technology upgrades or implementation 	<ul style="list-style-type: none"> • All allocated tasks are completed on-time and to a high level of quality • Teamwork is effectively employed to ensure that maintenance tasks are regularly attended to and do not interfere with business-as-usual operations • Continuous improvement is employed to provide smarter, faster, better ways of completing maintenance

<p>Reporting</p> <ul style="list-style-type: none"> - Prepare activity reports - Identify common trends and fixes 	<ul style="list-style-type: none"> • <i>Reports are accurate and provided on time</i> • <i>Common trends and fixes are communicated to the team, discussion is enabled and any recommendations (including proposed changes to service management processes) passed on to appropriate parties</i>
<p>Professional Development</p> <ul style="list-style-type: none"> - Develop knowledge of current technology - Develop IT skills - Stay current with system information, changes and updates 	<ul style="list-style-type: none"> • <i>Trade magazines, technical manuals, conferences and seminars are used to keep up-to-date with current technology</i> • <i>Teamwork is effectively employed to encourage a continuous learning environment</i> • <i>Areas of expertise within the team (eg. Moodle, licence management) are identified and used as a mentoring/training resource</i> • <i>Problems and solutions are shared – assistance can be asked for (without prejudice)</i> • <i>Pro-active individual investigation and research is shared</i>
<p>Health and Safety</p> <ul style="list-style-type: none"> - Recognise and address circumstances to prevent unhealthy or unsafe situations - Perform any manual duties in a safe and responsible manner 	<ul style="list-style-type: none"> • <i>Adherence to all Safety and Wellness policies and Procedures.</i> • <i>Faults are reported immediately to relevant personnel</i> • <i>Zero harm while carrying out duties</i>
<p>Other Duties</p> <ul style="list-style-type: none"> - Undertake any additional duties as required by management 	<ul style="list-style-type: none"> • <i>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa.</i>

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.

Person Specification:

<p><u>Qualifications and Experience</u></p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Diploma in Computing – Level 5 (or related field) • Microsoft Certified Professional • Full NZ Drivers Licence (Class 1) <p>Experience:</p> <ul style="list-style-type: none"> • 2+ years' experience in an IT Service Desk or remote support role • Experience working with a multi-site IT environment. <p>Āhukatanga Māori:</p> <ul style="list-style-type: none"> • Willing to participate in cultural activities and motivated to develop an understanding of Āhukatanga Māori (values, culture and tikanga) • Able to greet and acknowledge people in Te Reo Māori and pronounce Māori words correctly • Prepared to increase knowledge, understanding and everyday use of Te Reo and Āhukatanga Māori and support other kaimahi in the same endeavour • Embraces a Māori world view underpinned by the values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga
<p><u>Technical Skills</u></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> • Excellent relationship management skills • Excellent written and oral communication skills • Excellent planning and project/task management skills • Excellent telephony skills and knowledge of telephone systems • Advanced user knowledge of Microsoft suite of applications (ie. Outlook, Excel, Word, Power Point, Publisher) • Strong technical knowledge across desktop and application support (including Microsoft and Apple) • User knowledge of Microsoft Active Directory • Knowledge of Microsoft and Apple Operating systems • Sound understanding of IT technology concepts • Proven ability to analyse, investigate and interpret data, issues and situations • Proven ability to solve problems using appropriate techniques and sound methodology • Proven ability to communicate complex technical issues to a non-technical audience • Ability to adjust to appropriate communication styles as needed for a variety of customers with a wide range of IT literacy • Confident manager of reporting data collation and presentation
<p><u>Behavioural Skills and Attributes</u></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p>Adaptability Adjusts behavioural style or method of approach to the needs of a situation to achieve a goal.</p> <p>Attention to Detail Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.</p> <p>Co-operation Works co-operatively as a member of a team, proactively sharing knowledge and information.</p> <p>Customer Focused Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light.</p> <p>Drive for Results Steers self and others to achieve or exceed results; overcomes obstacles; drives performance; and has personal commitment to excellence and a focus on attaining goals.</p>

	<p>Planning Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measureable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.</p> <p>Problem Solving Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult problems and creates effective solutions.</p> <p>Self-Development Expands and uses technical knowledge to help others and to improve personal capability. Can assess one's own level of development or expertise relative to their current job or as part of focussed career planning.</p> <p>Stress Tolerance Maintains relationships and copes effectively handling stress in a manner that is acceptable to others and to the organisation.</p>
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