

A wānanga as provided under section 398D of the Education and Training Act 2020, is an institution that: “Māori, have been instrumental in establishing; a wide diversity of teaching and intellectual endeavour that is closely interdependent; associated with higher learning; and are kaitiaki of Mātauranga Māori, te Reo Māori, and tikanga Māori within the tertiary education sector. A wānanga positions themselves within the networks of indigenous tertiary institutions across the world and contributes to the setting of international indigenous standards of teaching and intellectual endeavour”.

Tūranga / Position:	Engineer – IT Service Operations	
Uepū / Wāhanga / Department:	Taupārongo / Technology Foundations	
Takiwā / Rohe / District:	Te Puna Manaaki	
Wāhi Mahi / Location:	As per letter of offer	
Reports to:	Team Lead – Service Operations	
Whakatau ki / Direct reports:	0	
Indirect Reports:	0	
Māka Pūtea / Salary Grade:	Level 5, Allied	
Wā Roanga / Tenure:	As per letter of offer	
Key Relationships:	Internal:	<ul style="list-style-type: none"> Te Wānanga o Aotearoa kaimahi and contractors Te Wānanga o Aotearoa taurira
	External:	<ul style="list-style-type: none"> Contractors and Suppliers Consultants Relevant Industry Sector Groups and Organisations

Pūtake Tūranga / Role Purpose

The primary purpose of the Engineer – IT Service Operations is to provide front-line advice and support to Te Wānanga o Aotearoa (TWOA) technology users (including but not limited to kaimahi and taurira), resolving all requests in accordance with Taupārongo procedures and strategic objectives.

The Engineer – IT Service Operations will ensure the smooth and efficient function of systems and services, with a focus on maintaining functionality and operational reliability. This role involves assisting users, troubleshooting hardware and software problems, managing service requests, and escalating appropriately as necessary to achieve a high level of customer satisfaction.

Please note: The Engineer – IT Service Operations will at times be required to travel to sites and that may at times require an overnight stay.

Key Responsibilities	Deliverables / Accountabilities
<p>Service Requests and Incidents</p>	<ul style="list-style-type: none"> - Respond to all requests for technical assistance, whether received in person, by phone, email, chat or via support portal. - Diagnose and resolve hardware, software, or other technology-related issues. - Follow Service Operations procedures to improve service outcomes through service management processes (e.g. Change, Incident, Service Level, Problem Management). - Prioritise service requests and incidents appropriately. - Log all interactions in accordance with Service Operations procedures. - Contribute to identifying and resolving the root cause of issues. - Engage the appropriate expertise and teamwork to efficiently address requests.
<p>Site Support</p>	<ul style="list-style-type: none"> - Provide support for issues that require on-site presence to investigate or resolve. - Deliver on-site technical training, as required, to system, application and hardware users. - Support the delivery and installation of hardware and accessories. - Provide on-site support for new or upgraded technology.
<p>General Maintenance and Process Improvement</p>	<ul style="list-style-type: none"> - Undertake general maintenance tasks as required. - Identify and implement process improvements to enhance efficiency and reliability. - Participate in continuous improvement initiatives.
<p>Operational Management</p>	<ul style="list-style-type: none"> - Provide proactive and reactive efforts to ensure the stability, integrity, and efficient operation of all TWoA ICT systems. - Monitor, maintain, support and optimise all technology elements including but not limited to networks, hardware, software, and operating systems.
<p>Relationship Management</p>	<ul style="list-style-type: none"> - Develop and maintain collaborative relationships with key stakeholders. - Establish and maintain active and constructive relationships with other teams in the organisation.

Key Responsibilities	Deliverables / Accountabilities
	<ul style="list-style-type: none"> - Deliver outstanding customer experiences.
<p>Kaupapa Matua</p> <p>Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our Wānanga. There is therefore an expectation that kaimahi:</p> <ul style="list-style-type: none"> - Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions. - Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa. - Participate in activities associated with the culture of our organisation (i.e pōwhiri, karakia, waiata). 	<ul style="list-style-type: none"> - Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa. - Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa. - Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.
<p>Information Management</p>	<ul style="list-style-type: none"> - Create and manage records of TWoA activities in accordance with TWoA privacy, data, information, and records management policies and procedures.
<p>Health and Safety</p>	<ul style="list-style-type: none"> - Comply with all health, safety and wellness policies and procedures. - Recognise and address circumstances which may cause unhealthy or unsafe situations.
<p>Other Duties</p>	<ul style="list-style-type: none"> - Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications.
<p>The kaimahi shall be required to exercise all their skills and knowledge to achieve the position objectives and follow any current or future procedures and policies related to achieving them.</p>	

Key Responsibilities	Deliverables / Accountabilities
<p>The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed upon with the upline manager on an annual basis.</p>	

Person specification

<p>Qualifications:</p>	<ul style="list-style-type: none"> - Diploma in Computing, level 5, or relevant qualification. - Microsoft Certified Professional. - Full NZ Drivers Licence (Class 1).
<p>Essential Experience and Skills:</p>	<ul style="list-style-type: none"> - 2+ years' experience in an IT service desk or remote support role. - 2+ years' experience working within a multi-site IT environment. - Strong understanding of IT infrastructure, including hardware, software, and networking. - Excellent relationship management and communication skills. - Excellent planning skills. - Advanced user knowledge of Microsoft suite applications. - Excellent telephony skills and knowledge of telephone systems. - 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 and broader technology concepts. - Familiarity with industry good practices and standards. - 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.
<p>Āhuatanga Māori</p>	<ul style="list-style-type: none"> - Willing to participate in cultural activities and motivated to develop an understanding of Āhuatanga Māori (values, culture and tikanga). - Ability 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 āhuatanga Māori and support other kaimahi

	<p>in the same endeavour.</p> <ul style="list-style-type: none"> - Ability to actively apply Te Wānanga o Aotearoa values in the workplace.
<p>Essential Attributes:</p>	<ul style="list-style-type: none"> - Possesses communication courage and has self-awareness. - Takes initiative and is solutions focussed. - Can work effectively in a fast-paced environment and manage multiple projects. - Remains calm and can focus under pressure with high EI. - Has a commitment to continuous improvement. - Good time-management skills.