

ROLE DESCRIPTION

April 2022

Title & Reporting Relationships

Position Title:	Service Desk Team Leader, Digital Solutions Team, Corporate Services Group
Grade:	SP 15 <i>*Appointment will be made pending skills and experience.</i>
Reports to:	IT Manager
Direct Reports:	Up to 3 FTE
Purpose of the Group and the Position:	<p>The Corporate Services Group comprises: Corporate Planning and Reporting; Business Improvement, Finance and Digital Solutions. The Group has responsibility for providing the strategic management and robust effective operation of all financial management, information, and technology management, and will undertake continuous monitoring and review of these functions for the Council.</p> <p>Within the Group the Service Desk Team Leader works within the wider Digital Solutions team as part of the IT team to ensure customer requirements are met in terms of communication, prioritising, escalating, and resolving incidents and requests. The Team Leader role is primarily responsible for managing the operations of the service desk and desktop services.</p> <p>This is a key role which supports the IT Manager and provides leadership and mentoring to the Service Desk area of the IT Team and will drive a culture of continual process improvement within the team. The Team Leader is also responsible for leading the OS imaging and application packaging service that provides a stable, predictable, secure, and automated desktop environment for the Council. Due to the nature of this role there will be a requirement to be available for 'on call' duties as part of a three-to-four-week rotation across the team.</p>
Indirect Reports:	None
Internal Customers:	<p>This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:</p> <p>IT Manager Chief Information Officer</p>

IT team members
Other Digital Solutions staff members
Staff from across all other Council teams

External Customers: Elected Members
Key Personal from other LGAs (Local Government Agencies)
IT service providers

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team.
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

- Lead the delivery of the service desk and desktop environments, and any initiatives and projects related to this.
- Lead the assessment, analysis, planning and design of release packages, to ensure the packaging and deployment lifecycle for desktop and mobile OS image and applications are effectively implemented and maintained.
- Oversee and manage the Service Desk.
- Oversee and apply ITIL processes such as Incident and Problem Management, Change Management, SACM, Service Management and Supplier Management.
- Design and implement a continuous improvement programme for service desk and desktop, based on solid ITIL standards and practices, processes, and technologies.
- Ensure vulnerabilities are identified and corrective actions are implemented.
- Ensure service and configuration management documentation are maintained.
- Actively engage external experts and resources to remain abreast of new developments and requirements related to desktop and service delivery management.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage Service Desk assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training, and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic, and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.

- Exhibit behaviour which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment.
- reporting any risks and/or hazards you become aware of in the workplace.
- observing all safety policies, procedures, and precautions, including wearing and using the protective clothing and equipment.
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC (Accident Compensation Corporation) claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge, and Experience

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated experience leading small team with at least 5 years with customer-facing roles.
- Experience with packaging, managing, updating, and deploying applications
- Previous experience creating, maintaining, and managing task sequences and Operating System Images.
- Ability to influence and manage outcomes.
- Solid understanding of operational delivery with proven track record in delivering desktop and service management transformational projects.
- Strong technical skills and relevant training on computer and hardware
- Good understanding of wide area and local networks, security, server environments and cloud-based computing.
- Demonstrated effective relationship building and management skills with internal and external stakeholders.
- Experience leading and directing service management (ITIL) processes and practices.
- Willingness and ability to work outside of normal business hours when required.
- Demonstrated ability to work unsupervised, pay attention to detail, and remain results focused.
- Ability to share knowledge and motivate others to use and enhance their knowledge and skills of new technology.
- Holder of a current and valid NZ Drivers' license.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.