

ROLE DESCRIPTION
June 2023

Title & Reporting Relationships

Position Title: Service Desk Officer, Āpiha Ratonga Hangarau, Digital Solutions Team, Corporate Services Group

Grade: SP 10 – 13*
**appointment will be made pending skills and experience.*

Reports to: Service Desk Team Leader

Direct Reports: Nil

Purpose of the Group and the Position: **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.

Within this Group the Service Desk Officer role works within the IT team to provide support to the entire organisation ensuring availability, reliability and business continuity of all systems and applications in order that the organisation obtains the maximum benefit from its investment.

Indirect Reports: Nil

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

Senior Leadership Team Members
Other Digital Solutions staff members
Staff from across all other Council teams

External Customers: Elected Members
Representatives of the Community
Key Personal from other LGAs
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

Manages the provision of the following technical services:

- Maintain Service Desk facility to provide fault recording and resolution.
- Ensure User requests are actioned in a timely manner.
- Ensure issues are escalated appropriately
- Reporting on resolution, outstanding requests and, trends.
- Log, assign and monitor calls for all information management and technology requests.
- Identify repetitive calls proactively to support team in achieving better resolutions.
- Scope and complete installation of IT hardware, peripherals and applications.
- Assist with provisioning of phones (including mobiles) and assist with researching improved options for council's technological requirements.
- Provide resources to projects as assigned.
- Provide all users with technical support for MS suite of tools.
- Work closely with users to ensure that value and continuous improvement options are fully explored.
- Support remote user access.
- Work with the IT Manager to define and maintain organisational IT processes and policies.
- Work with the IT Manager to define the organisation's IT training requirements.
- Implement organisational training opportunities.

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 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 behavior 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 work place 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 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 (i.e. willingness to, and capability for, working with a wide range of people within and outside the organisation).
- Demonstrated good verbal communication skills i.e. ability to explain technical jargon in easily understood 'lay' terms.
- Experience in management of Service Desk tools (i.e. ManageEngine Service Desk).
- Ability to prioritise work requests and follow-up issues according to Council business requirements.
- Demonstrated ability to work unsupervised, pay attention to detail, and remain results focused.
- Understanding of the Microsoft operating environment, including Active Directory, and the Microsoft Application suite.
- Ability to share knowledge, and motivate others to use and enhance their knowledge and skills of new technology.
- Experience working effectively in a team environment.
- Holder of a current and valid NZ Drivers' licence.

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, Emergency Management and Business Continuity Duties

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

Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

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.