

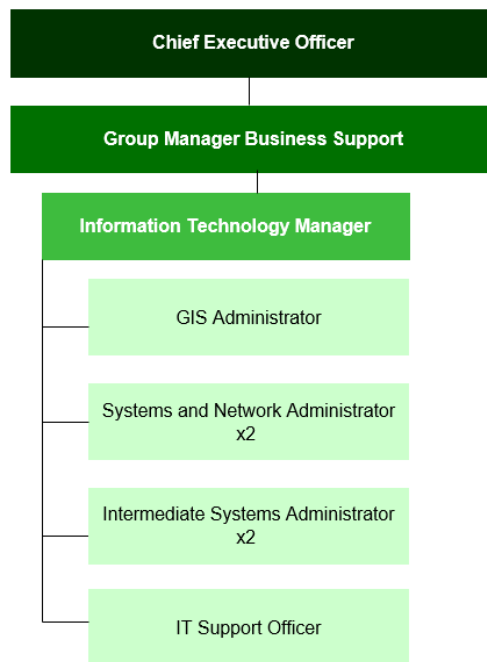


Position Description

Title	Āpiha Tautoko Hangarau IT Support Officer
Group:	Business Support
Reports to:	Information Technology Manager
Number of staff reporting to this position	Nil
Position purpose:	This job exists to: This role exists to provide first and second-level IT support to staff, including troubleshooting hardware and software issues, setting up new users, managing permissions, supporting office moves, and maintaining IT equipment. The role ensures smooth day-to-day IT operations and contributes to a responsive and user-focused IT service.
Grade:	11
Date:	June 2025



Organisation context



Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



Our Mission: Working with the community

Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



Our Values: We do it right, we do it better, we do it together



Expected behaviours

We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates

We do it better

- We are open to learning and change
- We are self motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred

We do it together

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed
- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team



Key accountabilities

The position of Āpiha Tautoko Hangarau | IT Support Officer encompasses the following functions or Key Accountabilities:

- IT Service Desk
- Hardware Support
- Software Support
- Core Functions Backup Support
- Project Lead for Minor IT Projects
- Mentor and support IT Support Intern
- Customer and Community Focus
- Corporate/Organisation Contribution

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
<p>1 IT Service Desk</p> <ul style="list-style-type: none">• Log and manage support tickets using the ITSM system• Provide 1st and 2nd level support• Escalate complex issues appropriately	<ul style="list-style-type: none">• Tickets are logged and resolved within SLA• High user satisfaction• Accurate documentation of issues
<p>2 Hardware Support</p> <ul style="list-style-type: none">• Install, configure, and maintain desktops, laptops, and mobile devices• Troubleshoot and resolve hardware issues• Coordinate with vendors for repairs	<ul style="list-style-type: none">• Minimal downtime• Timely resolution of hardware faults



3	Software Support <ul style="list-style-type: none"> • Install and update software • Troubleshoot application issues • Provide basic user training as needed 	<ul style="list-style-type: none"> • Software is up-to-date and functional • Reduced repeat issues
4	Core Functions – Backup Support <ul style="list-style-type: none"> • Provide backup support to GIS and Network Administrators • Assist with corporate applications as needed 	<ul style="list-style-type: none"> • Backup support to GIS Administrator • Backup support to Network Administrators • Support for Corporate wide applications
5	Project Lead for Minor IT Projects	<ul style="list-style-type: none"> • Evaluate, Design, implement and support technology solutions (eg Audio/Visual, WAN, wifi, new Applications or services).
6	Mentor and support the IT Support Intern	<ul style="list-style-type: none"> • Provide mentoring and support to the IT Support Intern
7	Customer and Community Focus <ul style="list-style-type: none"> • To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information. • Ensure customers receive good service over the phone, face to face and through mail and email. • Follow through on Customer Request for Service (CRM) 	<ul style="list-style-type: none"> • Agreed processes are used to enable a pro-active and positive Council interface with customers. • Availability and readiness to meet and consult with individuals and community groups. • Respond to customers in a timely manner and inform them of progress. No customer complaints received • CRM and RM response times are met.



<ul style="list-style-type: none"> To ensure cultural perspectives are reflected in all business practices. 	<ul style="list-style-type: none"> Evidence of cultural perspectives in consultation, with improved relationships and appropriate protocols observed.
<p>8 Corporate/Organisation Contribution</p> <ul style="list-style-type: none"> To utilise, maintain and access council information systems ensuring data is current, accurate and available To maintain the security of the information systems and their content, and to follow policy with regard to the handling of information both electronic and physical. Comply with all Council's policies and rules Work practices to reflect the corporate vision values and expectations Demonstrate a willingness to participate in special projects. Foster co-operation between other teams for the benefit of the organisation 	<ul style="list-style-type: none"> That processes associated with information collection, recording, communication and maintenance are followed using the relevant procedures and standards, and following the requirements of the associated policies That there are no unauthorised breaches of the IT and Records Policies Complies with all policies and rules Promote and express pride in your team and the organisation. Participate, express ideas and viewpoints at team group meetings. Contribute to corporate initiatives when required.



<ul style="list-style-type: none">• Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers• Assist Councils emergency management response in the event of a civil defence declaration.• Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with.	<ul style="list-style-type: none">• The quality management system is continually improved and maintained.• Assist in Council's emergency response actions as required.• Ensure awareness of Health and Safety requirements and procedures.
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Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Work complexity

Most challenging duties typically undertaken:

- Troubleshooting network and hardware faults

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical (eg courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)	Frequency of interaction D - daily / W - weekly M - Monthly
All staff	Resolving IT related problems (Service Desk Calls)	D
Hardware providers	Giving receiving information, purchasing	W
Solution Providers	Giving receiving information	M

Examples of the situations which require the use of the highest level of communication or influencing skills:

- When an end-user logs a high priority help call they are generally frustrated. The support officer must ensure they fully understand the issue to enable a timely and satisfactory resolution. In times of user error, tactful diplomacy skills are required to communicate in a way that the end user will understand without feeling belittled and causing further frustration.

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?

- IT Support Officer provides training to all new staff in the use of corporate wide applications (ie Intranet, Email, IT Help systems) during the induction process.
- Training is also given to staff requiring training in the use of new technology (eg Electronic Whiteboards, Projectors, Digital Cameras etc)



Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Essential	Preferred
Certificate or diploma in Information Technology, or equivalent practical experience	ITIL Foundation certification Additional relevant vendor certifications (e.g. Microsoft, CompTIA)
1–2 years in a technical support role	Experience working in local government, public sector, or similarly regulated environments
Solid knowledge of Microsoft Windows OS and Microsoft Office suite	Experience with Microsoft 365 and Active Directory
Practical experience supporting Microsoft 365, including Office 365 and Microsoft Teams	Familiarity with Exchange Online and SharePoint Online administration Exposure to scripting or automation tools
Basic networking knowledge (VPN, routers, switches, firewalls)	Experience using remote support tools and systems management platforms, such as Microsoft Intune, Autopilot, Remote Desktop, or PDQ Connect
Excellent communication and problem-solving skills	
Able to work independently with minimal supervision, while also collaborating effectively within a team	



Change to position description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position holder

Date

