

Position Description

Position Title

IT Service Desk Engineer

Location

Rangiora Service Centre – 6 Durham Street

Contract Type

Permanent

Date

August 2026



Department

Finance & Business Support



Unit

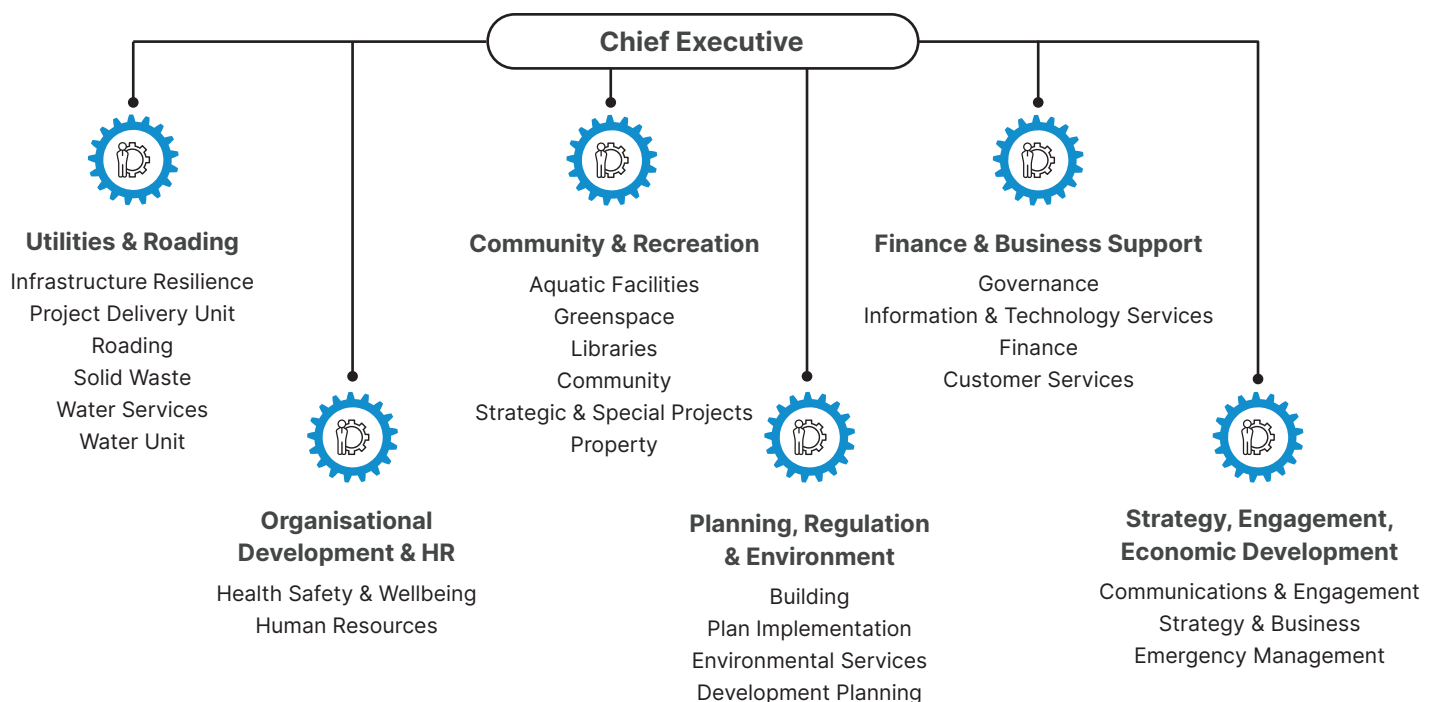
Information & Technology Services



Team

Information & Communications Technology

Organisation Context



Tā mātou mauri

Our principles

Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

Our vision

We are a respectful, progressive team delivering value for our customers.

Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

Our customer promise

We will be professional, approachable and solutions-focused.

Position Details

Purpose of Position

To provide technical computing support to staff and councillors.

To provide technical support of all audio/video (AV) equipment in meeting rooms and Council Chambers.

To contribute to the effective operation and maintenance of the Waimakariri District Council's Information Communication Technology (ICT) infrastructure and devices.

To ensure that digital devices are purchased, managed and maintained in accordance with industry best practice.

To ensure that all systems, services and solutions fit within the Waimakariri District Council's Digital Transformation Strategy.

Key Relationships

Responsible to

ICT Team Leader

Responsible for

none

Internal

Manager Finance and Business Support
Chief Information Officer (CIO)
Other Information Services teams
All other Council staff

External

Councillors and Mayor
Contractors, Consultants and Vendors

Is there an approved delegated authority for this role? ☒ Yes ☐ No

If yes, state limit for role \$: 3,000

If yes, is this role responsible for that budget? ☐ Yes ☒ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Children's Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

To operate the Information Communication Technology (ICT) Service desk via all current media methods in a timely and professional manner.

To provide documentation on systems and services to staff and the wider ITS Teams.

To manage all ICT devices supplied to WDC staff to ensure smooth and continual operation.

To manage the support of the digital devices supplied to elected members.

Manage, support and train on the supplied software and other supplied solutions.

To ensure that all systems and software solutions are licensed and are used within the limits of all applicable laws

Measure (successful when)

Logged service request resolved as per ICT SLA.

ICT devices and services are 'fit for purpose' and work as expected.

Positive staff feedback

Documentation developed and actively maintained.

Documentation is complete, accurate, consistent and up to date.

Documentation is complete, accurate, consistent and up to date.

Supplied devices are fit for purpose, and are operational for staff 'out of the box'

Positive staff feedback.

IT Asset database is up to date.

Documentation is complete, accurate, consistent and up to date.

Supplied devices are fit for purpose, and are operational for the elected members 'out of the box'

Positive feedback.

IT Asset database is up to date.

Generate and supply software licensing reports as required.

Quality in reports and documentation.

IT Asset database is up to date.

Key Result Areas Continued

KPI (area of responsibility)

To assist in the testing and implementation of new systems and services as and when required.

To aid in the management and reporting of any security (cyber) incidents as required.

To ensure that staff are aware of Information and Technology Services policies, activities and future plans.

To support, maintain and update the meeting room and Council Chambers Audio/Video (AV) equipment and to supply training to staff.

To assist in the procurement of all digital devices supplied to staff.

Assist in the engagement with our device vendors to maintain the relationship and to ensure agreed levels of service are delivered.

To advise the ICT Team Leader of changes to devices, reasons and costs.

Measure (successful when)

Documentation is complete, accurate, consistent and up to date.

Positive staff feedback.

Documentation is complete, accurate, consistent and up to date.

Awareness of ICT Policies, projects and all upcoming projects.

Meeting room AV equipment is operational and fit for purpose

Positive staff feedback

ICT devices and services are 'fit for purpose' and work as expected.

Positive staff feedback.

Attend vendor meetings as required.

Alert the ICT Team Leader of any changes to devices in a timely manner.

Person Specification

Education/Qualifications

Minimum requirement for the role:

National Certificate Level 3 NCEA Level 3

Education to minimum school leaving age NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

A relevant tertiary IT qualification would be advantageous.

Minimum NCEA Level 3 (6th Form Certificate Equivalent).

Microsoft certifications would be advantageous

Networking certifications would be advantageous

Knowledge/Experience

Minimum requirement for the role:

6-12 months

The level required to perform routine work practices, able to be mastered quickly.

Further information:

Experience of IT systems and help desk would be advantageous

A strong understanding of IT concepts and IT security

A strong understanding of Microsoft applications and OS

A practical knowledge of data communications and IP networks

A working knowledge of display and presentation solutions. (audio/video)

Attributes

Strong analytical and problem solving skills

Commitment to ongoing professional development

A strong customer service ethic.

Accepts responsibility and is accountable for actions.

Focused on continuous improvement and works with a solutions-focused mindset.

Takes an organisation wide perspective.

Shares best practice and learnings across the team

Shows a commitment to continuous learning

Skills

Demonstrates a methodical approach to problem-solving and systems administration.

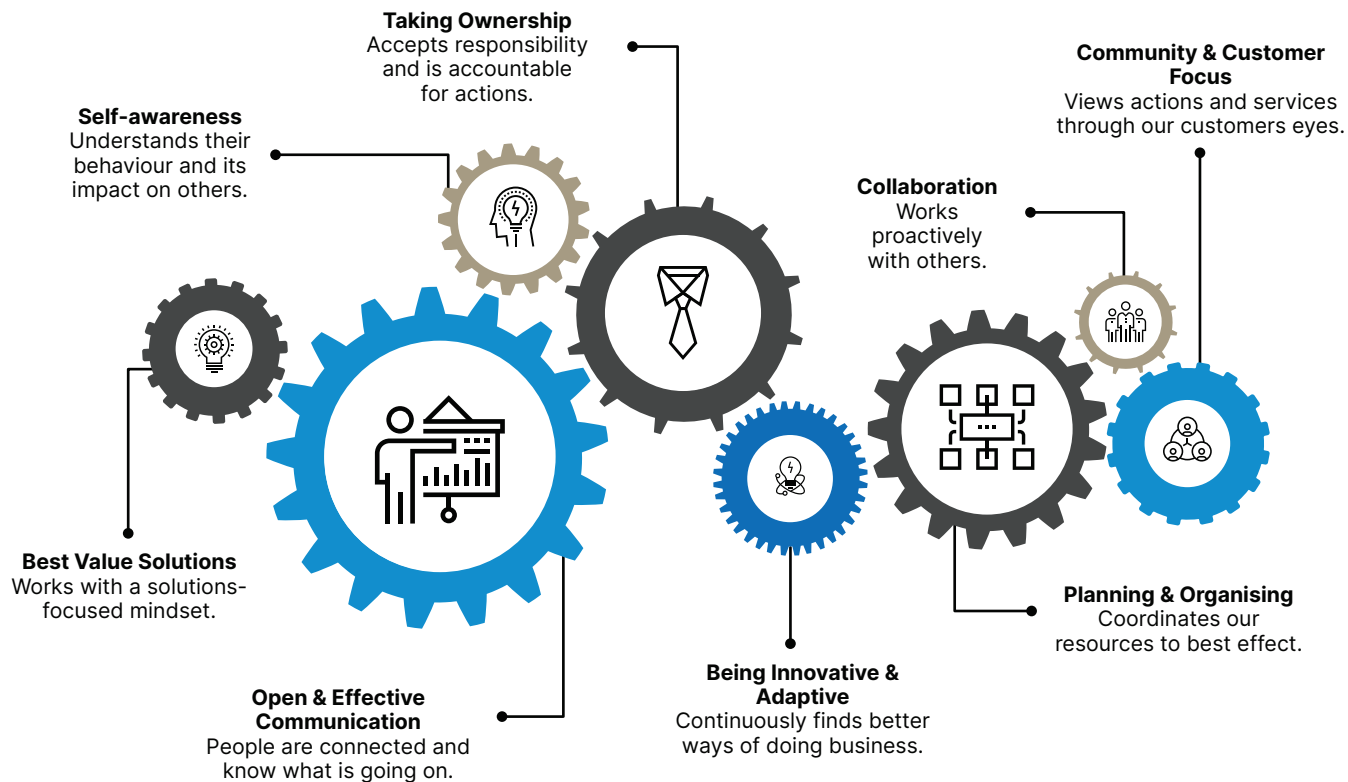
The ability to review and prioritise the work program. Good time management

A good level of written and oral communication ability, including clear report writing skills, and good oral presentation skills and good listening skills.

The ability to work under pressure, either in a team or with minimal supervision.

Ability to work with others at all levels within the organisation.

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments 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.

Position Description approved by Dave Sewell

Date August 2026