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| TEC-Left_Aligned-CMYK | **ROLE DESCRIPTION** | |
| **Role Title: Service Desk Analyst** | | **Number and Title of Direct Reports: N/A** |
| **Directorate: Information** | | **Budget: Nil** |
| **Reports To: Team Leader ICT Customer Services** | | **Location: Wellington** |

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| **Public Service** |
| Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.  In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.  You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>) |

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| **Role of Tertiary Education Commission (Te Amorangi Mātauranga Matua)** | |
| **Our purpose**  To shape a dynamic system that delivers lifelong learning and equips learners, communities and employers for success.  **Our vision**  A resilient, prosperous New Zealand – where every person has the skills, knowledge and confidence to create a fulfilling life. | **Tō mātou pūtake**  Tāreia te pūnaha kia hihiri, ko te ako taumano te hua- kia rite ai ngā akonga, ngā hapori me ngā kaituku mahi mō te angitu.  **Tō mātou wawata**  Kia tū aumangea, kia taurikura a Aotearoa- kei a te katoa ngā pūkenga, te mātauranga me te whakamanawa e tipu ai te mauri ora. |
| **Our Values and Behaviours**  **Work together for success**  We do this by:   * actively looking for input from others * crafting a safe, open environment for sharing ideas * valuing other people’s contributions and perspectives   **Connect with people**  We do this by:   * creating culturally affirming spaces with shared dignity * treating others with kindness, respect and generosity * supporting who we work with and the work they do   **Service matters**  We do this by:   * asking questions and listening, with empathy, to understand * helping everyone involved by resolving promptly and accurately * learning from the people we work with and for   **Do the right thing**  We do this by:   * being consistent with our talk and walk * acting with honesty and accountability, even when it’s hard * giving it our all and delivering   More information can be found on our website: [**www.tec.govt.nz**](http://www.tec.govt.nz) | **Tikanga me te whakatinana**  **Mahi ngātahi kia angitu**  Mā te:   * rapu whakaaro mai i tēnā, i tēnā * whakarite wāhi haumaru, whakawhitiwhiti whakaaro * whakanui i ia tangata, ōna pukenga me ōna whakaaro   **He tūhonohono**  Mā te:   * whakarite wāhi whakamana i te tangata me tōna whakapapa * whai kia ngākau māhaki, aroha ki te tangata * tautoko i tēnā, i tēnā me ā rātou mahi   **Awhi mai, awhi atu**  Mā te:   * whakarongo, mā te ngākau māhaki, kia mārama ai * ringa āwhina, mā te ringa hora kia tika te whakatau * mōhio he akoranga anō kei tēnā, kei tēnā, ahakoa ko wai   **Mahia kia tika**  Mā te:   * whai kia rite te kōrero ki te mahi * mahi pono, ahakoa te aha * whakapau kaha kia tutuki pai |

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| **Directorate:** |
| The Information Directorate is responsible for end-to-end ownership and accountability for all information systems supporting the operational deliverables of the broader organisation. In particular this includes the development, maintenance, management and optimisation of TEC’s ICT and information management systems and interfaces, including TEC’s data and information warehouse. The Directorate performs data analysis and reports on sector-wide performance, delivers training and system support to staff, including the helpdesk function for the systems and applications deployed across TEC and oversees TEC’s records management responsibilities. |

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| **Role Purpose:** |
| To take ownership of identifying, troubleshooting and resolving IT related incidents/requests, to support TEC staff. Protect the desktop environment via monthly patching compliance |

| **Key Accountabilities:** | **Deliverables** |
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| Incident Management & Request fulfilment | * + - Calls are logged into service now within the timeframe specified in the ticket management process     - Ensure all relevant information is captured at first level support by using the information gathering templates     - Ensure all calls are set to the correct priority by using the priority matrix     - Ensure all calls are assigned to the correct assignment group in a timely manner as specified in the ticket management process     - Ensure calls assigned to you are updated as per the update frequency in the ticket management process     - Calls assigned to you are owned until resolved including any third party vendor support engagements     - Calls are to be in the correct state at all times     - Calls are resolved within the specified SLA     - Seek confirmation from customers prior to closing calls |
| Operational | * + - Adhere to team rosters including:   + Mailbox   + Unassigned queue   + Morning checks   + Lunch and break times     - Be ready to start work on your specified start time     - Use knowledgebase articles where needed   + Update the knowledgebase when it is identified a KB article is out of date     - Update asset information when assigning or retrieving hardware or software     - Ensure documented process and procedure is followed or where it is identified a process does not exist and one is required, raise this with the Service Management team lead and contribute to creating documentation     - Update process documentation where it is identified documentation is outdated     - The ability to work autonomously and within a team environment.     - Adhere to IT and company policies     - Miscellaneous task allocated by management |
| Customer Service | * + - Provide a positive experience for all customers from initial engagement to call resolution     - Excellent communication skills     - Use TEC plain English writing standards     - Provide updates to customers at the specified timeframes in the ticket management process or earlier     - Build strong working relationships with customers who engage the service desk and other TEC staff     - Build strong working relationships with internal and external support teams (third party vendors) |
| Proactive awareness of health and safety in the workplace | * Ensure knowledge and understanding of Health, Safety and Wellbeing. * Comply with TEC’s Health and Safety policies and procedures, for reporting accidents and hazards. |

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| **Key Relationships:** |
| * Internal customers * VIP’s * Internal support teams * External support teams (third party vendors/suppliers) * Direct line manager * Directorate Team Leaders and mangers * CTO * Sector agencies |

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| **Knowledge, Experience and Skills Required:** |
| **The position holder will have:**   * Basic knowledge of the following:   + Network infrastructure in LAN and WAN   + Windows Desktop Environment (Win10)   + Hardware (servers, desktops, laptops, mobile phones and printers)   + Firewalls   + IP telephony   + Exchange   + Email protection service (EPS)   + Virtual machines (VM’s)   + Remote tools RDP * Experience with Microsoft Office Suite * Uses their specialist knowledge to add value to TEC’s business * Makes effective use of current tools and technology in their specialist field * Mastery of body job-related knowledge and motivation to expand, use and share of work-related knowledge with others * Uses their specialist knowledge to improve TEC’s ability to achieve its goals * Shows awareness of global trends and new developments in information technology and networks, including standards, protocols and architectures * Customer service experience   **Qualifications**   * ITIL foundation certificate * Desktop support certification (desirable) * Customer Service certification (desirable) * A relevant tertiary qualification (desirable) |

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| **TEC Core Competencies:** |
| TEC staff working as one organisation are expected to demonstrate the following competencies:  Connects with people – Level 1   * Is customer focussed and continually looks to improve * Tailors messages to the audience * Values diversity and is culturally aware * Effectively negotiates mutual expectations and builds rapport * Builds and manages relationships   Is a team player - Level 1   * Works well with a variety of teams and groups * Can work with peers openly and constructively, sharing their own views while considering alternate perspectives * Is trusted and supported by peers * Ensures their approach to collaborative issues is appropriate and positive   Is an ambassador and champion for ‘One TEC’ - Level 1   * Communicates vision helping people to understand what we are doing and why * Breaks down ‘silos’, works across boundaries and collaborates with others to achieve organisational results   Is innovative and breaks barriers - Level 1   * Sees how new ideas can work, and is able to make the hard decisions about which should be pursued or not * Is unafraid to suggest new and different approaches * Can sell new ideas in a tough environment   Has the cultural capability to drive beneficial outcomes for Māori learners - Level 1   * Proactively considers ways to ensure Māori learners enjoy and achieve tertiary education success, and acts on them * Thinks, plans and incorporates tikanga Māori and Te Reo Māori into TEC business and practices * Understands and encourages self and others to embrace Māori cultural capability |

| **Role Specific Competencies:** |
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| Manages Risk - Level 1  • Takes a disciplined approach to risk management and problem solving  • Involves peers in discussing possible solutions and contributing factors  • Combines fact and evidence with judgement and intuition to develop the best solution  Coaches and motivates others - Level 1  • Helps others to stretch their limits  • Provides opportunities and creates a supportive environment for others to try new things  Develops own capability - Level 1  • Seeks opportunities to develop skills and knowledge  • Attends appropriate learning activities and seeks on the job training that stretch their abilities  • Searches for opportunities to participate in projects that grow their capability through experience on the job  Has energy and drive - Level 1  • Is results driven  • Makes sure he/ she understands underlying objectives (context)  • Sets personal goals and strives to achieve them  • Has a commitment to following through  • Believes in own ability to achieve  Is organised and systematic - Level 1  • Arranges time and tasks so that all activities can be delivered when required  • Thinks about major roadblocks and discusses options with other staff or managers  • Has information available for those who need it |