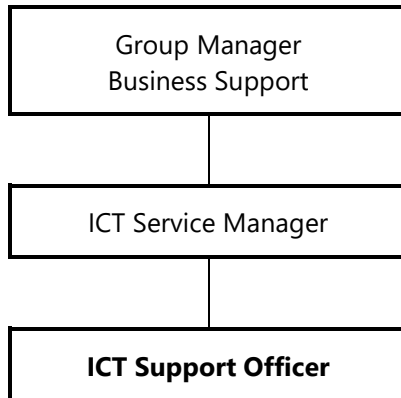


POSITION DESCRIPTION



Job Title:	ICT Support Officer
Responsible To:	ICT Service Manager
Responsible For:	Nil
Position Purpose:	<p>Provide general information technology support to users to ensure the effective and efficient operation of ICT systems.</p> <p>The role is responsible for supporting the ICT Service Manager and helping users by troubleshooting problems through diagnostic tests and remote access to their computers and provide support, including new equipment set-up for new starts.</p>
Date:	January 2025

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

Other Regional/District Councils
BOP Regional Council ICT staff
IT Vendors
Service Providers

Internal

All Opotiki District Council staff
All ICT team members

KEY RESULT AREAS

The position of **ICT Support Officer** encompasses the following functions or Key Result Areas:

Jobholder is accountable for	Jobholder is successful when
<p>Customer Support</p> <ul style="list-style-type: none"> • Provide customer service and ICT support on all systems and applications to users. • Develop a thorough understanding of ICT systems to allow for involvement in the development and enhancement of these systems. • Hardware builds and setup (including mobile devices). • Systems administration, AD, AAD, Exchange, Office 365, Cyber Security Admin, . • New user setup, changes to users as required. • Provide support and assistance in relation to all hardware and software queries/problems. • Understand, develop, maintain and document policies and procedures in relation to ICT systems and applications. • Communicate best practice and changes to best practice for ICT systems and applications across all users. • Escalate any problems quickly to the appropriate channels when identified. 	<ul style="list-style-type: none"> • Tickets are addressed and escalated in a timely manner • Worker has confidence and appreciation of systems and dependencies in the organisation • The life cycle of client hardware and infrastructure is well managed and maintained • Worker has confidence in administering MS online portals • User environment works well for the customer • Customers are able to perform in their role unincumbered by ICT challenges • Documentation is accurate and fit for purpose • Customers experience a 'no surprises' (as much as possible) environment
<p>Documentation and SOPs</p> <ul style="list-style-type: none"> • Maintain our systems documentation to an adequate level. • Maintain our and create appropriate SOPs: Standard operating procedures for systems and processes. • Change management principles are followed. 	<ul style="list-style-type: none"> • Documentation is accurate and fit for purpose • New SOPs and processes are captured as appropriate • Changes are documented, communicated, and rollback plans are noted
<p>Safe and Secure</p> <ul style="list-style-type: none"> • Role model appropriate ICT security behaviour. • Educate users around the basics of security including system use. • Ensure system security is maintained. • Escalate when systems security is compromised or in danger. 	<ul style="list-style-type: none"> • ICT integrity is maintained • Cybersecurity is kept in focus and reported on as appropriate. • Worker is vigilant about Cybersecurity threats • ICT Service manager and apt. 3rd parties are notified when concerns are encountered

Jobholder is accountable for	Jobholder is successful when
<p>Skills and Training</p> <ul style="list-style-type: none"> Maintain professional and technical knowledge through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups. 	<ul style="list-style-type: none"> Identify and undertake sufficient training to maintain knowledge to undertake allocated tasks. Attend training opportunities relevant to position and the Council.
<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> Take all reasonable care to ensure the health, safety and wellbeing of yourself and others. Comply with Ōpōtiki District Councils Health, Safety and Wellbeing Policy, WorkWell Programme, procedures and any other reasonable instructions. 	<ul style="list-style-type: none"> Events, near misses and injuries are reported in accordance with organisations requirements. Engage in and promote health, safety and wellbeing in all work areas.
<p>Civil Defence</p> <ul style="list-style-type: none"> Undertaking necessary training to ensure preparedness for Emergency Management. 	<ul style="list-style-type: none"> Support is provided during an emergency.

Other relevant duties expected of position holder:

Undertake any other relevant duties and functions as may be requested of you by your line manager.

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.

PERSON SPECIFICATION

- A strong customer-focus approach to providing excellent support services.
- Effective communication skills.
- Sound analytical and problem-solving skills.
- At least two years' experience in a support role preferably in a large and complex environment.
- Experience dealing with ICT problems and customers.
- A tertiary qualification in ICT support or a field that is relevant to this role is advantageous.
- Have technical and practical proficiency and competency relevant to this role's specialisation.
- Excellent interpersonal skills, including the ability to train others.
- Ability to think laterally, multitask and self-manage.
- Attention to detail and good time management.
- MS Azure and MS O365 administration is advantageous.
- Windows 10/11 installation/administration.

- Sound appreciation of systems, methodologies, techniques and technology in a Microsoft Windows environment.
- Sound working knowledge of PC hardware and networking is advantageous.
- Working knowledge and experience in relation to the Microsoft Office 365, Exchange Online, Azure, Mobile, and VoIP solutions is advantageous.
- Working knowledge of ITIL methodologies is advantageous.
- Working knowledge of Cyber Security is advantageous.

Key Job Competencies

- Customer first mentality – Drive to put the customer at the centre of everything we do
- Self-awareness
- Self-motivated
- Adaptable
- Strong initiative
- A can-do attitude
- Growth mind-set – Able to self-reflect, challenge the status quo and grow
- Current drivers’ licence

Manager

Date

Position Holder

Date