



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Senior Technical Support Analyst

National Library, Information and Knowledge Services

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations by collecting, preserving and protecting documents, particularly those relating to New Zealand, and making them accessible for all the people of New Zealand, in a manner consistent with their status as documentary heritage and taonga; supplementing and furthering the work of other libraries in New Zealand; and working collaboratively with other institutions having similar purposes, including those forming part of the international library community.

The Kōtui/APNK team is responsible for the operation of Kōtui which is the shared library management and discovery system used by 34 local authority libraries around New Zealand; and APNK which provides computers for public use in 147 public library locations around New Zealand.

The purpose of this role is to be responsible for the management of the service desk and to provide backup and support to the Senior Engineer.

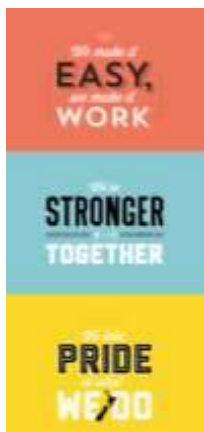
- **Reporting to:** Kōtui/APNK Business Development and Operations Manager
- **Location:** Christchurch
- **Salary range:** Information Technology, Band H

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

INTERNAL AFFAIRS

Te Tari Taiwhenua

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p>Service Desk management</p> <ul style="list-style-type: none"> • Responsible for managing the Service Desk and ensuring standards of response consistent with SLAs. • Monitoring SLAs and providing regular reports to Business Development and Operations Manager • Coordinate the Service Desk roster and resolve problems for libraries • Provide oversight of work and mentoring and support for the Technical Support Analysts including coaching them to handle and resolve multiple service desk jobs concurrently. • Provide oversight of work and mentoring and support for the Kōtui Application Specialists when performing service desk duties. • Liaise and provide advice as necessary with technical staff in council IT and libraries • Measure customer satisfaction by establishing regular feedback mechanisms to provide library staff with opportunities to comment, using a continuous improvement technique such as NPS (net promoter score). Use this feedback to learn and improve service desk performance. • Share and review service desk feedback with Technical Support Analysts and Kōtui Application Specialists. • Ensure that the service desk system and processes are reviewed, set up optimally and changed if necessary. • Monitor and manage help desk queues to ensure queries and issues are effectively answered/resolved within required timeframes • Escalate issues when necessary to ensure Kōtui and APNK SLA requirements are met 	<ul style="list-style-type: none"> • Service Desk provides excellent customer service • Issues and problems are resolved in a timely way • Libraries are informed early if an issue is going to take longer to resolve outside the agreed SLA timing • Service Desk systems and processes operate effectively are up to date and effective. • Service Desk processes, tools and mechanisms are well developed and documented • Technical Support Analysts are well supported and their skills developed • Customer feedback is used effectively to enhance service desk performance.
<p>Technical support and implementation</p> <ul style="list-style-type: none"> • Support the Senior Engineer with the monitoring of systems and services • Undertaking network monitoring and administration • Participate in technical projects in collaboration with the Senior Engineer • 	<ul style="list-style-type: none"> • Network issues resolved and downtime of systems minimised • New technical developments are well supported • Staff acquire new skills • Technical projects are completed in accordance with project plans.

What you will do to contribute	As a result we will see
<p>Planning and administration</p> <ul style="list-style-type: none"> Document service desk and technical processes and keep these up to date Provide relevant data and contribute to reports as required 	<ul style="list-style-type: none"> All staff provide consistent services based on clearly documented processes
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Business Development and Operations Manager	✓	✓		✓		✓
	Kōtui and APNK team members	✓	✓	✓	✓		✓
	Other NLNZ and wider DIA team members		✓		✓		
External	Public library staff	✓	✓		✓		✓
	Commercial vendors	✓	✓	✓	✓		✓

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	0

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> Problem solving Critical thinking Interpersonal savvy Navigating complexity 	<p>Experience:</p> <ul style="list-style-type: none"> Technically proficient with experience in leading and providing support services or help desk services in a public environment (5+ years) Proven experience in service desk queue management <p>Knowledge:</p> <ul style="list-style-type: none"> Desirable to have some knowledge and understanding of: <ul style="list-style-type: none"> library system software

Your success profile for this role	What you will bring specifically
<ul style="list-style-type: none">• Communicating with influence• Technical and specialist learning	<ul style="list-style-type: none">– administration of linux server environments– administration of ChromeOS environments– administration of wide area and local area networks– Javascript and CSS <p>Skills:</p> <ul style="list-style-type: none">• Customer focused with excellent verbal and written communications skills• Well organised with strong attention to detail• Good problem solving skills and the ability to think laterally• Collaborative and able to influence others to achieve Service Desk KPIs. <p>Other requirements:</p> <ul style="list-style-type: none">• ICT-related tertiary qualification or equivalent desirable