



Job description

Haere mai

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

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 and APNK team is responsible for the operation of the Aotearoa People's Network Kaharoa (APNK) service, which provides internet, Wi-Fi and computer hardware for public use free in 175 public library locations around New Zealand and the Kōtui service which is the shared library management and discovery system used by 41 local authority libraries around New Zealand at 162 library locations.

The Technical Support Analyst is responsible for executing technical support and network administration aspects of the APNK Service and the Kōtui Service within budget and scope.

Reporting to:	Business Development and Operations Manager, Kōtui and Aotearoa People's Network Kaharoa
Location:	Christchurch
Salary range:	Information Technology, Band G

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.



Te Tari Taiwhenua
Internal Affairs

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
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Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Spirit of 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 hāpori, 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.

What you will do to contribute	As a result, we will see
<p>Service Desk – Liaison and relationship management</p> <ul style="list-style-type: none"> • Manage technical support tickets originating from APNK and Kōtui libraries; • Keep APNK and Kōtui libraries informed of the status of open tickets and identify delays or SLA breaches to the Senior Technical Support Analyst; • Provide technical guidance and mentoring to the staff at APNK and Kōtui libraries as appropriate; • Liaise with APNK and Kōtui libraries on implementation needs and requirements; • Liaise with technical suppliers and providers. • Liaise and provide advice as necessary with technical staff in council IT and libraries 	<ul style="list-style-type: none"> • excellent customer service with tickets being resolved in a timely way. • Service Desk systems and processes operate effectively, are up to date and effective. • Libraries are informed early if an issue is going to take longer to resolve outside the agreed SLA timing • APNK and Kōtui Library staff can troubleshoot their own issues before contacting the Service Desk. • Good working relationship with vendors and libraries are maintained.
<p>Monitoring and Reporting</p> <ul style="list-style-type: none"> • Prepare technical components of reports as required • Identify and report on technical issues • Monitor and respond to system alerts 	<ul style="list-style-type: none"> • Statistics and error logs are monitored, and action is taken if required to ensure the security of the Kōtui and APNK infrastructure.
<p>Administration</p> <ul style="list-style-type: none"> • Participate in technical meetings including preparation of agendas and papers as required; • Organise orders for purchase and confirm goods received at libraries or Christchurch site as required; • Carry out other administration related to the services as necessary. • Collaboration tools are used effectively and kept up to date. 	<ul style="list-style-type: none"> • Records and documentation are maintained to a high standard: <ul style="list-style-type: none"> ○ Asset management ○ Hardware orders ○ Maintenance and or insurance claims. ○ ITSM documentation, policies, procedures, self help pages
<p>On-call Work</p> <ul style="list-style-type: none"> • Provide after-hours Kōtui and APNK Service Desk support as per the Department's "On-Call and Call-Back Allowance Policy". On-call arrangements are rostered and operate at the following times excl public holidays. <ul style="list-style-type: none"> • 5pm – 9pm Monday-Friday and • 8am – 4pm Saturday and Sunday 	<ul style="list-style-type: none"> • Service tickets are created for all calls and actioned appropriately within the agreed SLA timeframes

What you will do to contribute	As a result, we will see
<p>Technical support and implementation</p> <ul style="list-style-type: none"> • Provide on-going technical and systems support for APNK and Kōtui Library Services • Carry out day-to day network administration tasks • Develop and implement solutions which offer best fit for purpose • Effective use and continue the development of the IT Service Management system in use by the team • Implement and maintain security best-practices • Manage the administration and updates for public devices and supporting software infrastructure • Undertake network monitoring and administration as required • Inform the Senior Technical Support Analyst and Senior Engineer of current status of the monitoring systems and services provided. • Participate in technical projects in collaboration with the Senior Technical Support Analyst and Senior Engineer • Provide technical data / support relevant for any audits 	<ul style="list-style-type: none"> • Network issues resolved and downtime of systems minimised • New technical developments are well documented and supported • Priority tickets to the Senior Technical Support Analyst if resolving the ticket within the agreed SLA is not possible. • Software versions on public devices are regularly updated. • Service infrastructure and software regularly patched and updated • New tools and services implemented or replaced as required. • Technical projects completed to schedule. • Tasks in relation to the security and risk audits are completed.
<p>Planning and administration</p> <ul style="list-style-type: none"> • Contribute to the documentation of 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"> • You provide a consistent service based on documented process. • You contribute to the documentation to ensure it is kept up-to-date • Timelines are adhered to.
<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 (rehabilitation) 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 • Incidents and Hazards are reported, and appropriate remedies are suggested.

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 • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Has experience in offering technical customer support in a library or other public environment; • Has experience implementing and supporting a managed desktop environment. <p>Education</p> <ul style="list-style-type: none"> • ICT-related tertiary qualification or equivalent is required <p>Knowledge:</p> <ul style="list-style-type: none"> • Understands the nature of electronic environments and uses this to ensure on-going learning for working in new electronic environments. • Desirable to have some knowledge and understanding of: <ul style="list-style-type: none"> ◦ Library system software ◦ Administration of Linux server environments ◦ Administration of ChromeOS environments ◦ Administration of wide area and local area networks ◦ JavaScript and CSS

Your success profile for this role	What you will bring specifically
	<p>Skills:</p> <ul style="list-style-type: none">• Demonstrates high levels of technical skills and knowledge.• Seeks out creative solutions; uses initiative to recognise and advocate improvements in the process; originates new ideas or methods;• Can problem-solve effectively;• Has clear and effective two-way communication with a wide range of people in all situations;• Proactive in keeping others informed of key issues;• Ability to document and write technical specifications and procedures clearly and concisely;• Project coordination skills; <p>Other requirements:</p> <ul style="list-style-type: none">• Is strongly customer focused.• Works well in a small team environment; is a team player;• Self-started and able to work without close supervision.• Has a personal commitment to excellence and a focus on attaining organisational goals and objectives;• Is aware of and supports the National Library's mission, vision and goals for the people of New Zealand;• Demonstrated understanding of bi-cultural and multi-cultural related themes within libraries, local authorities and government.