

Job Description

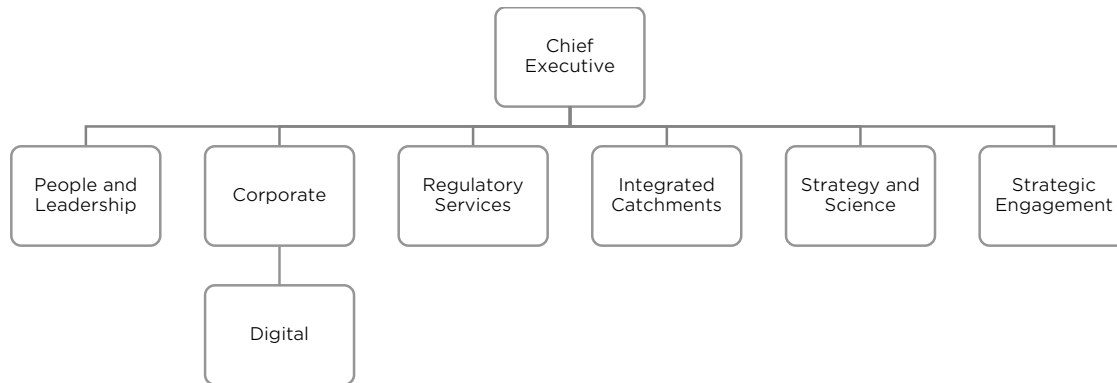


Job title	IT Service Desk Technician
Group	Corporate
Section	Digital
Responsible to	Service Desk Team Leader
Responsibility for employees	None
Date	July 2025

Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together – mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga (<i>see attached</i>).
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance (<i>see attached</i>).
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: He taiao ora - a healthy environment, Te mana o te wai - freshwater for life, Kia haumarū, kia pakari te hāpori - safe and resilient communities, and Toitū to rohe - a vibrant region. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.

Our team



Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to provide effective and efficient end-user ICT support service to the Bay of Plenty Regional Council and its ICT partners.

Functional relationships

External	Purpose and frequency of contact	
• Consultants and contractors	• Seeking information, products and services	Daily
• Commercial suppliers	• Seeking information, products and services	Daily
• Contractors and consultants	• Service delivery	Monthly
• Local Government Agencies (BoPLASS etc)	• Providing information and responding to queries	Weekly
• Other Local Authorities	• Collaboration	Monthly
• Relevant forums and communities of practice	• Professional networking	Monthly

Internal	Purpose and frequency of contact	
• ICT staff	• Service delivery	Daily
• Internal service providers	• Collaboration	Daily
• Management	• Providing information and responding to queries	Daily
• Project groups	• Providing advice and recommendations	Daily
	• Project management	Daily
	• Mentoring less experienced staff	Weekly

Key result areas

The job encompasses the following major functions or key result areas:

- Service delivery – Service Desk
- Project management
- Relationship management
- Corporate contribution.

Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
1. Service delivery	
<ul style="list-style-type: none">• Provide front-line Incident and Request Fulfilment services to BoPRC staff for all of the councils ICT services.• Carry out installations, configurations and maintenance on Council's desktop hardware, software, laptops and printers.• Carry out organisation-wide hardware and software upgrades.• Liaise and negotiate with computer equipment suppliers regarding purchases.• Maintain Active Directory.• Undertake computer induction and ad-hoc training for staff.• Support Video Conferencing units.• Provide reporting as required by management.• Provide assistance to ICT team members as required.• Undertake other duties as requested by management.	<ul style="list-style-type: none">• Work is conducted efficiently and effectively, complies with internal policy and fulfils legislative requirements.• Purchases follow the BoPRC purchasing procedures and demonstrate financial prudence.• Active Directory is regularly updated. User accounts are disabled/deleted as soon as a staff member leaves. Computers are regularly reviewed.• Incident and Requests are handled within established Service Level Agreements.• Advice, developments and implementations are based on sound research and analysis, and are provided in a timely and professional manner.
2. Project Management	
<ul style="list-style-type: none">• Provide support and coordination on projects relating to end-user ICT devices.	<ul style="list-style-type: none">• Projects are delivered within agreed timeframes.• Project outputs are in-line with the project scope.• Project scopes are identified and agreed ahead of delivery and scope-creep is identified and managed.

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
	<ul style="list-style-type: none"> Projects documentation is stored appropriately. Budgets are monitored and updated as required.
3. Relationship Management	
<ul style="list-style-type: none"> Establish and maintain close working relationships with internal and external contacts, including service partners (ODC/KDC), vendors, suppliers, consultants, and contractors. Act as a representative for Council at appropriate local government conferences and seminars, and other events held within the region. Demonstrate one-on-one client relationship skills including providing advice and working to gain cooperation and acceptance. 	<ul style="list-style-type: none"> Effective, professional relationships are developed and maintained with internal and external contacts. Professional image is conveyed in public forums. Provided cost effective software and hardware licensing through relationships with key providers.
4. Corporate contribution	
<ul style="list-style-type: none"> Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems. Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015. Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard. Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management. 	<ul style="list-style-type: none"> Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. Hazards are identified and all incidents and accidents are reported. Participate in any wellness programmes, such as stress management training and health monitoring. Council records are created and maintained in corporate information systems, meeting specified information management standards. Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's responsibilities for civil defence and emergency management.

Delegations

Delegations as set out in the Chief Executives Delegations Manual.

Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- Make recommendations to management on end-user device configuration/purchasing.
- Represent the Regional Council in negotiations with vendors.
- Support: Senior Service Desk Technicians, technical manuals, documentation, professional networking, vendors and online resources.
- Operating constraints and procedures: ICT policies and procedures.

Work complexity

Most challenging duties typically undertaken:

- Keep abreast with best practice and technological changes within the Information Communication Technology fields.
- Project manage multiple small projects, with multiple team members/roles.

Person specification

Minimum academic qualifications required:	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• Diploma or Technical Certificate in Business Computing• A valid driver's licence required*1.• ITIL Trained.	<ul style="list-style-type: none">• ITIL Certified.• Microsoft Desktop Certification.• Microsoft Trainer Certification• Cisco Certified Network Engineer

Knowledge / experience (indicate years of experience required as appropriate)	
Essential	Desirable (for recruitment purposes only)
<ul style="list-style-type: none">• 2 years' experience providing end-user support in a Microsoft desktop environment• Experience with Microsoft Windows 10 and above• Experience with Microsoft Office 365 suite	<ul style="list-style-type: none">• Experience organising and presenting technical training sessions• Experience using Tandberg and Cisco Video Conferencing

Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

¹ Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

Advanced knowledge	<ul style="list-style-type: none">• Technical knowledge of computer desktop applications, including hardware and software configuration• Good customer service skills
Working knowledge	<ul style="list-style-type: none">• Project and time management• Ability to communicate effectively
Awareness	<ul style="list-style-type: none">• Awareness of emerging technologies• Community, cultural and political awareness

Personal attributes / key behaviours

- Good customer service skills.
- Ability to effectively multi-task.
- A professional and mature approach.
- Well-developed written and verbal communication skills.
- Ability to think logically and laterally.
- Sound judgement and initiative.
- Empathetic to other peoples abilities.
- Ability to work well in a team or independently.
- Excellent listening skills.
- Creative thinking and methodical approach to problem solving.

Other requirements

- Willingness to travel within the Bay of Plenty Region to fulfil job requirements.
- Occasionally required to lift and carry heavy equipment or operate tools to facilitate equipment installation.
- Occasionally required to carry out cabling activities in confined spaces.
- Ability to work under pressure.
- Occasionally required to work outside normal hours, including being part of the on-call roster for after-hours support.
- Willingness to drive Regional Council vehicles.

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

Approved:

Manager

Date

Discussed with job holder:

Employee

Date

Our Vision

Thriving together - mō te taiao, mō ngā tāngata

mō te taiao, mō ngā tāngata translates to "for the environment, for the people"

Our Values

A tatou haerenga - our journey

Our values reflect who we are and what is important to us.

Te Pumanawa 'the beating heart of the organisation'.

Our organisational values have been woven together following input from staff across the organisation, now it's up to each of us to bring these values to life in the work that we do every day.

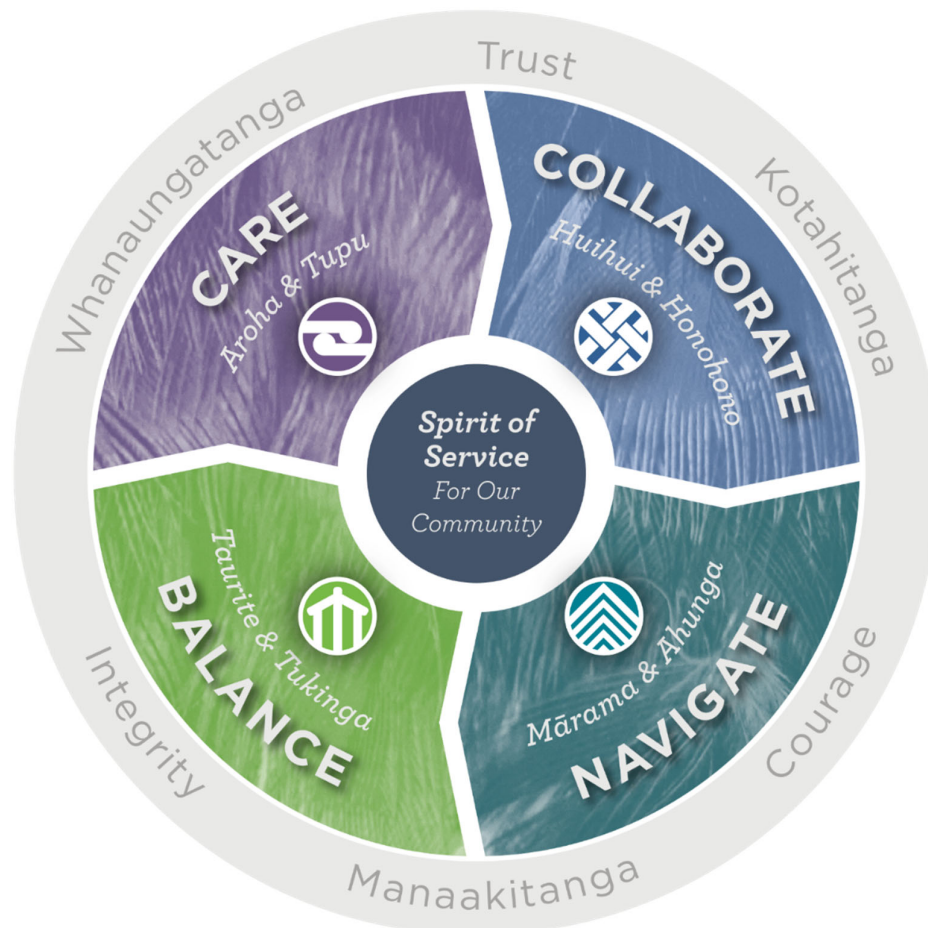
TRUST	INTEGRITY	COURAGE
We trust each other and work to build trust	We do what we say we will do We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
MANAAKITANGA	KOTAHITANGA	WHANAUNGATANGA
<p>Mana</p> <ul style="list-style-type: none">LeadershipHaving strength and courageBeing a positive influenceBeing proud and courageousProfessionalism <p>Manaakitanga</p> <ul style="list-style-type: none">Trust and respectReciprocity (sharing)Nurture/support <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means 'to nurture and support and help each other grow'. When you add the 'tanga' the word is enhanced.</p>	<ul style="list-style-type: none">UnityStrong emphasis on collaborationBeing inclusiveNurturing a positive team spiritSense of ownership <p>Kotahi means 'as one'. Adding the 'tanga' accentuates the word, giving it a wider meaning, bringing us together - 'strength in unity'.</p>	<ul style="list-style-type: none">Strong focus on relationships.Having fun and being happySocialising, including the importance of friendsSupporting each other <p>Whānau means family. Adding the 'tanga' extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>

Te Pae Rangatira

Our Leadership Model

In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Our model, known as Te Pae Rangatira, means 'The Model of Leadership'.

At Toi Moana, we believe that to achieve great outcomes for our community we must enable our people to thrive together - connected and consistent leadership is a key success factor. Our leadership model has been co-designed with our people to create a shared understanding of what great leadership looks like at Toi Moana.



He aha te rangatira? Who is a leader at Toi Moana?

Everyone at Toi Moana has the opportunity to display leadership qualities.

Whether you're in a people leader role, working with our community, or supporting your colleagues, Te Pae Rangatira defines the capabilities that support us all to raranga (weave) a tira (group of people) together to enable great outcomes.

Ngā Pou Whirinaki The Pillars of Guidance



CARE

Aroha & Tupu

Love & Growth

Ka manaaki tātou i a tātou ki te aroha, ki te manawaroa, kia tupu, kia rea.

We care for ourselves and others with empathy, resilience and growth mind-sets.

Whakaaronui

Empathise

Whakawhanake i a koe ake

Develop self

Kia kaha, haere tonu

Embrace resilience

Kia tupu te whakaaro

Have a growth mind-set

Āwhinatia ngā tāngata kē

Enable others



COLLABORATE

Huihui & Honohono

Come Together & Connect

Ka whakakotahi tātou i a tātou, kia hono ai wō tātou rourou, e ora ai te iwi.

We are curious, connected and inclusive of all.

Mahi tahi

Work as one

Whakakotahi

Be inclusive

Whakawātea

Create safe spaces

Kia tupu te pā harakeke

Grow relationships and networks

Whāia tā te rōpū e whai ana

Facilitate shared goals



NAVIGATE

Mārama & Ahunga

Understanding & Direction

Ka arahi tātou i a tātou, kia mārama ai ki ngā āhuatanga hai arotau mā tātou, e ahu whakamua ai tātou.

We are clear on our purpose, adaptable and navigate the way forward.

Kia Mārama

Create clarity of purpose

Aro whānui

Scan the horizon

Āta whai

Zoom out and in

Kia āhua rerekē

Be adaptable

Kia whai whakaaro ki te ao tōrangapū

Have political perspective



BALANCE

Taurite & Tuinga

Balance & Impact

Ka whakarite tātou i a tātou, kia taurite ai ngā mahi, mo te tuinga nui tonu.

We balance what we do, how we do it and when we do it for maximum impact.

Whāia ngā hua

Focus on outcomes

Āta whakariterite

Plan and organise

Āta whakaraupapa, ka whai rauemi

Prioritise and resource

Āta whakatau

Make decisions

Mo te tuinga nui tonu

Deliver for success