



Job Title	Technical Support Analyst, Aotearoa People's Network Kaharoa
Branch	IKS
Business Group	National Library Content Services
Reporting to	Manager, APNK
Location	Christchurch
Salary Range	Band: IT G

Purpose

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

Key Tasks

Technical Implementation

- Building of computer images to meet the specifications of APNK and the needs of partner libraries;
- Imaging of machines both prior to rollout and on an on-going basis as required;
- Provision of on-going technical and systems support for APNK Service and Kōtui Library Service;
- Carries out day-to-day network administration tasks;
- Develops and implements solutions which offer best fit for purpose;
- Manages and develops the technical support system;
- Implements and maintains security best-practices.

Planning and Coordination

- Co-ordinates technical aspects of the roll-out of systems and equipment to partner libraries;
- Produces technical documents detailing processes, machine builds etc. as necessary;
- Carries out technical liaison with appropriate staff in partner libraries and councils;
- Works with one.govt staff to ensure technical networks are in place;
- Informs the APNK Manager of progress and escalates issues when necessary to ensure APNK and Kōtui SLA requirements are met.

Liaison and relationship management

- Manages technical support calls originating from partner libraries;
- Keeps partner libraries informed of the status of open issues and identifies delays or SLA breaches to the APNK Manager;
- Provides technical guidance and mentoring to staff at partner libraries as appropriate;
- Liaises with partner libraries on implementation needs and requirements;
- Liaises with one.govt staff as appropriate;
- Liaises with other technical suppliers and providers;

Monitoring and Reporting

- Prepares technical components of reports as required;

- Identifies and reports on technical issues;
- Monitors and responds to system alerts.

Administration

- Organises technical meetings including preparation of agendas and papers as required;
- Organises orders for purchase as required and prepares requisitions for payment;
- Carries out other administration related to the programme as necessary.

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm;
- Follows safe working procedures;
- Reports incidents promptly;
- Reports hazards promptly and suggests appropriate remedies;
- Knows what to do in the event of an emergency;
- Co-operates in implementing rehabilitation plans.

Key Relationships

Key Relationships and Nature of Interaction	Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to	
Internal							
APNK Manager	✓	✓		✓		✓	
Technical Systems Specialist	✓	✓		✓		✓	
Senior Application Support Specialist	✓	✓		✓		✓	
Content Editor	✓	✓		✓			
Programme Administrator	✓	✓		✓			
Key one.govt staff	✓	✓		✓			
External							
Managers and staff of public libraries and Councils	✓	✓	✓	✓		✓	
Commercial suppliers	✓	✓	✓	✓			

Staff Management

Number of direct reports	0
Total number of staff reporting	0

Person Specification

Experience

- Demonstrates high levels of technical skills and knowledge;
- Has extensive recent experience in offering technical customer support in a library or other public environment;
- Has experience implementing and supporting a managed desktop environment.

Knowledge

- Has an understanding of public library mission, vision and goals for the people of New Zealand;
- Understands the nature of electronic environments, and uses this to ensure on-going learning for working in new electronic environments.

Skills

- Creativity: seeks out creative solutions; uses initiative to recognise and advocate improvements in style and process; originates new ideas or methods
- Is able to problem solve;
- Has clear and effective two-way communication with a wide range of people in all situations, in order to explain, persuade, convince and influence others;
- Proactive in keeping others informed of key issues;
- Ability to document and write technical specifications and procedures clearly and concisely;
- Project co-ordination skills;

Education and Professional Memberships

- ICT-related tertiary qualification or equivalent.

Other

- Has a personal commitment to excellence and a focus on attaining organisational goals and objectives;
- Self-starter and able to work without close supervision;
- Works well in a small team environment; is a team player;
- Is strongly customer focused.

Competencies

The Competencies¹ required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster ²	Competency
Integrity	<i>Integrity and Trust</i>
	<i>Ethics and Values</i>
Intelligence	<i>Learning on the Fly</i>
Emotional Maturity	<i>Self Knowledge</i>
	<i>Composure</i>
Managing Complexity	Problem Solving
Talent to Execute	Customer Focus
Positive Energy	<i>Perseverance</i>
	Action oriented
Managing Diverse Relationships	<i>Interpersonal Savvy</i>
	Peer Relationships
Achieves Effectiveness for Māori	<i>Effectiveness for Māori</i>

¹ Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager.

² With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.