

Job Description



Position Title:	ICT Support Analyst
Reports To:	Head of Technology
Direct Reports:	Nil
Location:	BNZ Centre, Level 3 (west), 101 Cashel Street, Christchurch (Head office)
Status:	Permanent
Date:	January 2023

ChristchurchNZ is a subsidiary of ChristchurchNZ Holdings Ltd.

Our purpose is to:

Stimulate sustainable economic growth for a more prosperous Ōtautahi Christchurch.

Our mission is to:

Ignite bold ambition for Ōtautahi Christchurch.

Position purpose

To 'keep ChristchurchNZ working' as efficiently and effectively as possible by;

- Ensuring that ChristchurchNZ's business application systems are developed, maintained, and supported in order to achieve the efficient and effective delivery of services and information.
- Working alongside ICT vendors to solve problems and optimise internal technology.
- Providing induction and training of staff and contractors in the most efficient use of ChristchurchNZ technology

What this role is about?

Operational Support	<ul style="list-style-type: none">• Provide technical support across the ChristchurchNZ range of applications including but not limited to Microsoft 365, SharePoint, Business Central, Project Online, Zoom, MS teams, Uniflow Cloud etc.• Take ownership of user ICT issues and proactively handle all issues through to resolution. Escalate requests to the appropriate party, as needed.• Diligently maintain a log of all identified software and hardware issues and identify problem trends and training gaps.• Develop and maintain user support documentation for ChristchurchNZ ICT systems.• Take ownership of the ICT induction process for core systems.• Continuous deployment automation/scripting and development within Windows 10
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	<ul style="list-style-type: none"> • Responsible for application packaging and testing for all enterprise apps using Endpoint Manager • Manage user account provisioning through Azure AD and Microsoft 365 portal and manage the full ICT on-boarding, offboarding, and user changes in Azure AD in a timely manner. • Provide IT support during ChristchurchNZ events including in-house training and lunchbox sessions to ensure smooth running. • Assist in project work when requested
Tactical Support	<ul style="list-style-type: none"> • Ensure business application systems supported by the ICT function are maintained to the highest possible standard with maximum levels of attainable productivity and efficiency. • Responsible for managing and supporting the Intune environment for Desktop and Mobile operating systems • Manage application configuration and upgrades, and problem analysis and resolution for application problems, in conjunction with the users and external vendors where necessary. • Ensure users receive appropriate training and are confident to work with the required IT tools. • Stay current of all things Office 365, including changes & updates, roadmap & releases, and third-party solutions.
Hardware Support	<ul style="list-style-type: none"> • Deployment and management of standardised computing hardware through machine imaging, deployment, and decommissioning through Intune. • Maintain the IT Asset Management System ensuring that all assets are recorded and updated/ removed when required, and in line with the Asset register maintained by Finance. • Assistance, troubleshooting, modifications, and changes to end user hardware laptop, tablets, smartphones/monitors.
Telecommunications and meeting technologies	<ul style="list-style-type: none"> • Manage corporate devices via Intune. • Manage meeting room and conferencing (AV) equipment.

ChristchurchNZ ways of working

Personal Leadership	<ul style="list-style-type: none"> • Make a positive contribution to ChristchurchNZ through role modelling the company values of Open, Together and Purposeful, and through active participation and effective teamwork. • Engage with your colleagues in a respectful manner that shows openness, trust and a collaborative spirit. • Participate fully in team meetings providing updates on project progress, new developments and other relevant information. • Ensure you are well aware of the main ChristchurchNZ strategies and how your work contributes to them. • Educate your colleagues on your area of specialisation and how you contribute to the matrix and the ChristchurchNZ strategic priorities focusing on how your work intersects to optimise operational performance.
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	<ul style="list-style-type: none"> • Ensure a culture of safety and wellness is maintained.
Corporate Responsibility	<p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • In line with and supporting the stakeholder engagement plan, foster genuine, effective and professional relationships with a strong focus on outcomes • Disciplined and regular use of CRM to enable a shared understanding of our stakeholders • Promote a positive and professional image of ChristchurchNZ at all times in accordance with ChristchurchNZ policy <p>Commercial Capability</p> <ul style="list-style-type: none"> • In line with and supporting the Revenue and Partnerships strategy, seek to understand the commercial value of what we do, identify potential commercial opportunities and partner to grow and diversify revenue streams • Act with integrity and aim to over deliver on our commercial agreements <p>Business Systems & Compliance</p> <ul style="list-style-type: none"> • Ensure a sound understanding of, demonstrate commitment to and comply with all legislation and company policy relevant to your role and all activities undertaken in that role • Maintain and produce all organisational records accurately, confidentially, and on time utilising the appropriate business systems • Prepare reports in a timely and accurate manner as required • Approve payments and spending in line with the delegated authority associated with this role • Use the Projects & Contracts Management Office pipeline, processes and policies to ensure effective selection and delivery of projects and contracts that are aligned to organisational priorities and deliver value for money <p>Sustainability</p> <ul style="list-style-type: none"> • Maintain a high focus on resource use and disposal to minimise environmental impacts and economic cost • Encourage partners and stakeholders to adopt environmentally sound practices and quality assurance programs <p>Maoritanga</p> <ul style="list-style-type: none"> • Demonstrates commitment to the principles of the Treaty of Waitangi by acting in the spirit of participation, partnership and protection • Considers Maoritanga in all aspects of business, and engages with iwi where appropriate
Health & Safety	<ul style="list-style-type: none"> • Comply with the Health and Safety Policy and processes at all times • Take no action or inaction that may cause harm in the workplace or in any environment in which the organisation could be considered to be operating

	<ul style="list-style-type: none"> Follow safe methods and take no unreasonable risks with your own or any other persons' safety Report all workplace accidents, incidents, near misses and any potential workplace hazards to the relevant Health and Safety Officer or your Manager Seek assistance or advice where the safe method of completing a job is not known
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Key Relationships/Customers/ Clients

Internal Relationships	Nature of the Relationship
All ChristchurchNZ staff, contractors and interns	Working in collaboration to achieve business objectives
External Relationships	Nature of the Relationship
External relationships are expected to evolve and change frequently for roles in ChristchurchNZ due to the nature of the organisation.	Stakeholder engagement and service delivery to achieve aligned outcomes

Qualifications, Knowledge and Experience specification

<ul style="list-style-type: none"> A Diploma in Information Technology, Computer Science, or related field. 3+ years' of professional IT experience supporting Windows 10 and O365 at an enterprise level Experience with Azure AD, Microsoft 365, and Microsoft Intune Proficiency in scripting languages (e.g., PowerShell) for automation, optimization, and troubleshooting of desktop configurations. Understanding and implementation of security principles, practices, and tools for securing desktop systems, including endpoint security solutions. Proven experience in configuring, managing, and troubleshooting Microsoft Teams & Zoom meeting room systems within an enterprise environment would be advantageous. Strong interpersonal skills, with the capability to communicate, train and work with non-technical users – translating technical information to non-technical user groups. Ability to document processes and solutions. Great communication skills (both written and verbal), founded in being a good listener. Ability to independently manage time and prioritize, facilitate, and keep track of all work

General

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform to contribute to the overall success of the organisation, if asked to do so.