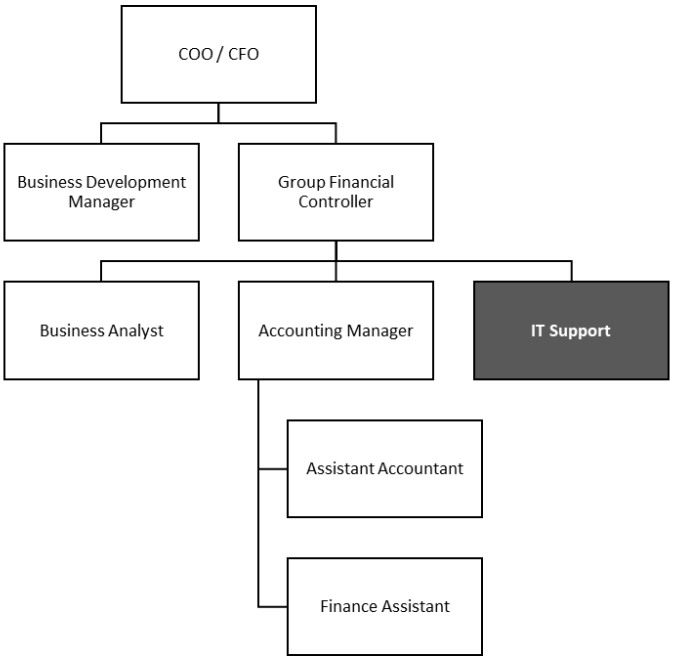
The New Zealand Merino Company (NZM)

JOB DESCRIPTION

Job Title:	**IT Support Technician**
Team:	Business Services
Responsible To:	Group Financial Controller
Responsible for: (Total number of staff)	0
Job Purpose:	**This job exists to**: • To provide technical assistance to NZM by installing, configuring, testing and upgrading computer software and hardware • To maintain NZM networks and ensure their smooth performance in conjunction with NZM's network provider. • To provide leadership and support to the IT functions within the wider NZM business, including continuous improvement of processes.
Date:	January 2023

Organisation Context



Key Relationships

External	***Purpose of contact with this person/s***
• Network providers – CCL, Massive, Business Dashboards, Endeavour, One NZ Ltd (Vodafone), Talman • Software providers – Lucidcharts, MYOB, Xero, Monday.com • Hardware providers – CCL, Vodafone, HP, Sharp	• Liaise regarding day to day management of hardware and software providers
Internal	***Purpose of contact with this person/s***
• Group Financial Controller • NZM team	• Direct manager relationship • Wider NZM team to ensure smooth operation of network services

Financial Responsibilities

See NZM Delegated Levels of Authority.

Key Result Areas

The position of **IT Support Technician** encompasses the following major functions or Key Result Areas:

- ❑ Technical support (IT & Mobile) (30%)
- ❑ Hardware & Software maintenance – respond to hardware and software issues (25%)
- ❑ Diagnostic testing and troubleshooting (preventative maintenance) (20%)
- ❑ Implement and support IT strategies (10%)
- ❑ Supporting the Qlik reporting environment (10%)
- ❑ Perform scheduled maintenance on laptops and mobiles (5%)

Key Result Area	Jobholder is successful when
1. Technical Support • Provide NZM team technical support with the operation & repair of computer systems and other technological equipment • Liaising with network provider to lodge tickets and resolve technical issues that cannot be resolved in-house • Follow up and monitor network enhancement via Intune to ensure NZM's network provider is delivering key network infrastructure • Monitoring and investigation of alerts generated by network provider • Provide updates to the NZM team of all technical issues and actions required	• All technical issues are resolved in a timely manner.
2. Hardware & Software Maintenance • Develop a hardware & maintenance plan to ensure that all equipment (physical & virtual) is maintained to the highest level • Carry out assessments to determine the need for changes in hardware/software configurations • Liaise with Network host to maintain and plan for upgrades across the network (servers both physical & virtual) • Lodging of tickets with the IT providers and maintaining responses with those providers	• Maintenance plan is completed and all equipment is maintained to the highest level.
3. Diagnostic testing & troubleshooting • Utilise Intune to enhance NZM's Microsoft score • Monitor key dashboards (Defender & Intune) to ensure security to NZM's network is operating at its optimal level • Review all email traffic via Defender to ensure security rules are being developed and maintained • Keeping the Group Financial Controller informed of any faults or issues that need to be escalated to the wider business.	• Monitoring and troubleshooting is completed to the highest level to ensure NZM is resourced and its network is secure from potential threats.

4. Implement and Support IT Strategies • Work with the wider NZM team to develop and implement IT Strategies	• IT Strategies provide NZM with a strong effective network that is maintained to the highest level for security on critical infrastructure and data.
5. Supporting Qlik Reporting Function • Liaise with the Business Analyst to provide support with NZM's reporting tool Qlik.	• Business Analyst feels supported with coding and visualisation of reporting material.
6. Other Duties, Health & Safety and NZM Policies • Duties are not limited to those specified, so further tasks may be assigned on a project or ongoing basis • Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with. • Ensure all NZM policies are complied with	• A proactive flexible approach is undertaken to achieve NZMs business objectives • Awareness of Health and Safety requirements and procedures. • Awareness and compliance with all NZM policies.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:

- Working under time constraints when resolving faults
- Ability to work with employees at all levels within the organisation, support them in their individual requirements
- Able to multitask and work with minimal supervision

Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
	• Degree in Computer Science, networking or programming • Microsoft Certification

Knowledge / Experience

Essential	Desirable
• 3+ years' operating within an IT Service Desk • Strong communication skills (able to turn technical information into everyday language)	• Strong understanding of IT terminology

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	• Computer literate • Attention to detail. • Strong time management ability • Communication Skills, both written and oral • Ability to communicate technical information to a general audience. • Strong listener • Team player • Strong interpersonal skills • Relationship management • Problem solving • Driven and hardworking • Proactive • Flexible with the ability to complete multiple demands • Initiative • Self-starter
Competent level	• Innovative • Solutions focused

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– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Approved by

Employee Name _____

Job Title _____

Signature _____ *Date* _____

Approved by

Managers Name _____

Job Title _____

Signature _____ *Date* _____