

Tūranga Mahi / Position Description: *Kaihoe Hangarau / Service Desk Support*

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Kaihoe Hangarau / Service Desk Support
RANGATIRA - REPORTS TO:	Services Delivery Lead
KĀHUI - GROUP:	Organisational Performance & Innovation
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<ul style="list-style-type: none"> • In this role you will provide first level advice and service to staff, managing requests and troubleshooting incidents to resolve or escalate where necessary. You will have the ability to handle a high volume of calls and requests whilst remaining calm and providing a top level of service. • You will be reducing calls to the managed service desk by analysing, troubleshooting and resolving incidents with the aim of eliminating recurrences. • In addition, you will be required to support Councils core enterprise application software, procure and manage standard IT hardware and software
NGĀ WHAKARITENGA - DELEGATIONS	<p>Briefly state:</p> <ul style="list-style-type: none"> • Number and nature of direct reports: Nil • Budget responsibility: Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience

<p>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</p>	<ul style="list-style-type: none"> • Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Local Iwi groups • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support
<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<ul style="list-style-type: none"> • Service desk call management • Desktop support • Administer core application software • Support and manage fault and problem resolution, change and release management to do with core enterprise application software • Coordinate with IT colleagues to resolve any issues where needed to ensure positive outcomes and improvements • Procure, manage and allocate standard hardware and software for end users • Management of council's mobile phone fleet in cooperation with the provider. • Proactively shares knowledge within team and with clients on calls through the call management process and the maintenance of documentation. • Provide other support to the IS team as required within your capabilities <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.</i></p>
<p>TE ĀHUA O TE TANGATA - PERSON SPECIFICATION</p>	
<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required:</p> <ul style="list-style-type: none"> • Experienced in applying information systems knowledge with the ability to assist users to resolve information systems problems. • Ability to adapt to rapidly changing technological developments • Relevant IT tertiary qualification or proven equivalent experience • Proven relevant industry experience

<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Strong communication skills, both written and oral • Customer centric focussed • Proven ability to adapt and deal effectively with changing priorities and requirements <p>Strong attention to detail, high quality standards, and excellent organisational skills</p>
<p>NGĀ MĀTĀPONO: VALUES:</p>	<p style="text-align: center;">Tai Kawenga – The Flowing Tide</p> <p style="text-align: center;">Tai means tide or current</p> <p>Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us.</p> <p style="text-align: center;">Purpose</p> <p style="text-align: center;">Speaks to why we exist and it is expressed through three ideas that reflect our vision</p> <p style="text-align: center;">😊 Customer focused 🤝 Community driven 🧑 People at the heart</p> <p style="text-align: center;">Promise 🤝</p> <p style="text-align: center;">What we commit to delivering, every day</p> <p style="text-align: center;">Practices 😊</p> <p style="text-align: center;">How we behave</p> <p style="text-align: center;">Principles ✨</p> <p style="text-align: center;">The values we believe in and stand by:</p> <p style="text-align: center;">Stronger together - Lead with integrity - Challenge and innovate - Steward our future</p>