



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: IT Support Engineer
Group: Organisational Services
Location: Wellington
Reports to: Director
Position status: Permanent, Full-time
Version date: 07 June 2023

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Organisational Services

Organisational Services manages and improves the organisational enabling functions that empower our people to carry out their work effectively and efficiently. These functions include Finance & financial sustainability of the NZRC, Property, Facilities and asset management, Technology/digital, Cyber security, Information management, Procurement and contracts, Legal.

POSITION SUMMARY

The IT Support Engineer is responsible for the smooth and efficient running of the New Zealand Red Cross ICT environment, with particular attention to providing day to day ICT support and advice to local and remote NZRC users. They are also involved in assisting with ICT administration, project delivery and operational activities such as device or system replacements, upgrades, and enhancements. The IT Support Engineer is one of the first contact points for NZRC staff with the IT team regarding resolving issues and service requests.

KEY RESPONSIBILITIES

ICT Support

- Respond and resolve IT service requests (from the outsourced service desk) in a timely and professional manner.
- Undertake diagnostic and research to resolve technical issues that arise, escalating situations required to the IT Operations Lead and IT Transformation Manager.
- Ensure Standard Operating Procedures are documented and kept up to date.
- Maintain a comprehensive knowledge base for all service desk requests, ensuring all work is logged, including status of logged requests and document resolutions.
- Undertake an analysis of incidents and problems, identify appropriate action and resolve or escalate to the IT Operations Lead and IT Transformation Manager with possible solutions, where required.
- Provide regular feedback on the status of logged incidents and requests, meeting agreed timeframes with system users.
- Provide regular reporting and status reports on usage of Service Desk.
- Be involved in identifying any common areas of service desk requests, where potential training or development of user-guides may enhance user knowledge, alongside the IT Operations Lead and IT Transformation Manager.

ICT Systems Support

- Ensure business systems are available for staff across all sites and key stakeholders.
- Provide support to new users in the set up and use of business systems and devices.
- Manage the installation of replacement hardware or upgrades and software.
- Update and maintain records of IT licensing and assets as required.

- Undertake problem diagnosis to determine the best solution and repair or escalate to the IT Operations Lead and IT Transformation Manager with possible solutions, where required.
- Record all additional and movement of equipment in the ICT asset database.
- Support regular maintenance processes with our third-party service provider as required.

ICT Systems Development

- Assist in the implementation of technology standards, including the set up and configuration of desktop applications, operating systems and equipment applied.
- Provide technical updates on current systems as requested.
- To assist with delivering ICT Projects as and when required.
- Maintain a current level of knowledge of system information, changes and updates.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.
- Provide strong Health, Safety and Wellbeing (HSW) leadership and lead by example.
- Implement and embed the Health, Safety and Wellbeing Management System (HSWMS) within your team.
- Promote a positive HSW culture.
- Clearly define and communicate HSW responsibilities within your team.
- Identify and follow up on HSW training requirements and opportunities.
- Maintain open communication to empower team members to discuss HSW matters.
- Respond promptly to any HSW issues.
- Actively participate in return to work plans for employees experiencing injuries or long-term illnesses.
- Ensure hazards/risks, incidents and near misses are promptly reported, investigated and closed out.
- Ensure new workers receive a HSW induction.
- Provide opportunities for team members to participate in formal worker participation processes.

RELATIONSHIPS

Internal

New Zealand Red Cross staff
New Zealand Red Cross Project Sponsors

External

Contractors/Vendors
External Service Suppliers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Knowledge of best practice technology support processes
- Very good technical knowledge
- Excellent understanding of effective customer service principles
- Familiar with Azure, Microsoft 365, Exchange.

Qualifications and/or experience

- Proven customer service skills and dedication to delivering quality customer service
- Relevant ICT industry experience in a Microsoft computing environment
- Training and qualifications related to IT or application support would be preferred, but is not essential

Skills and other attributes

- Demonstrated ability to build and maintain relationships with a wide range of people
- Proven business communications skills including verbal and written with a diverse audience (internal and external)
- Ability to prioritise work
- Sound judgement, initiative and self-motivation
- Proven analytical and problem-solving skills
- Demonstrable customer facing/customer service skill
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including out of hours working
- Proven ability to prioritise work demands to align with the continuously changing environment
- Ability to travel domestically and overnight stay, if required.
- Empathy with humanitarian causes
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Nil

Employment: Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.