



Position Description - IT Support Officer

The position reports to: IT Manager

Grade: 12

Hours of work: 40

Position purpose:

To provide day-to-day IT support and assistance to Buller District Council staff and Elected Members, acting as the first point of contact for IT issues and ticket requests. The role involves troubleshooting and resolving hardware, software, network and system issues, maintaining computer equipment, assisting with user accounts and access, and supporting staff in the effective use of Council's IT systems and applications. The position also provides technical support for Council's telecommunications, GIS and related services, escalating complex issues to the IT Manager or external service providers when required, to help ensure staff can carry out their work efficiently.

The Key areas of responsibility include:

Key area Helpdesk	Support /	• Provide first and second-level IT support to Council staff and Elected Members. • Respond to IT queries, tickets from JIRA, troubleshoot issues and assist users with IT systems. • Maintain the SLA of tickets. • Maintain the helpdesk database, recording support requests and resolutions.
Key Area Administration	Systems	• Assist with systems administration, including backups, network and systems monitoring, and user registration. • Support the maintenance and availability of Council systems. • Assist with user account administration, permissions, onboarding, role changes and offboarding across Council systems. • Support endpoint security, antivirus, device compliance, multi-factor authentication and application updates.

Key Area	Desktop and Hardware Support	• Provide hardware and software support for Council computers, laptops, printers and related equipment. • Install software, deploying computers and assist with the deployment and decommissioning of equipment.
Key Area	Telephone and Telecommunications	• Provide support for Council telephone systems, mobile phones and related communication equipment.
Key Area	GIS	• Support staff with GIS software, mapping requirements and related systems.
Key Area	Documentation and Projects	• Maintain IT, GIS and user support documentation. • Assist the IT Manager and other Council staff with IT projects, system changes and improvements.
Key Area	Systems, Network and Microsoft 365 Support	• Provide technical support for Council's Microsoft 365 environment, including Outlook, Teams, SharePoint, OneDrive and user accounts. • Assist with troubleshooting network connectivity, Wi-Fi, VPN, telecommunications and access to Council systems. • Monitor system issues, perform routine maintenance and assist with system upgrades and configuration under the direction of the IT Manager.

Deliverables:

Big Picture	• Support Council's overall objectives by providing reliable, responsive and customer-focused IT services to staff and Elected Members. • Help maintain the availability and effective use of Council's technology systems to support business operations and service delivery.
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	Contribute to a secure, efficient and well-managed IT environment by following Council policies, procedures and security requirements.
Performance	- Achieve performance goals and expectations and follow leadership instructions on time and to a high standard consistently - Report on progress to plan against own KPIs - Take an active role in own goal setting, learning and development - Correctly and appropriately use technology as required for the role, including new technologies - Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment - Comply with all legislation and Council policies - Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment - Set a positive example for punctuality, attendance and work ethic
People & Capability	- Be a positive and constructive team member - Collaborate on cross team/discipline projects and teams as required - Constructively and successfully adapt to changes - Take positive actions to keep self and others physically and psychologically safe and well - Attend, be prepared for and engage constructively in all meetings - Deliver exceptional customer service consistently (make every interaction count) - Build effective, sustainable relationships at all levels - Have consistently positive interactions externally and with Subcommittees and Elected Members (as required for role)
Requirements for all Staff	- Buller district council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi. - Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault. - Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager. - Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.

- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be considered.

Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
- Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External	Committees/groups
• IT Manager • Council staff • Elected Members • Information Management Officer • Managers and other business units	• IT service providers and support contractors • Software and hardware suppliers • Telecommunications providers • Software vendors and application support teams • Other councils, where required	• IT team meetings • Project working groups, as required • Health and Safety activities • Civil Defence activities, as required

Skills and Experience

Essential	Desirable
• Relevant IT qualification or equivalent practical experience in IT support.	• Experience administering Microsoft 365 environments, including Teams, Outlook, SharePoint and OneDrive.

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| <ul style="list-style-type: none"> • Experience providing technical support and troubleshooting hardware, software and system issues. • Sound understanding of computer hardware, software, Microsoft Windows and Microsoft 365 applications. • Experience supporting users and resolving IT requests in a customer-focused environment. • Ability to administer user accounts, permissions and access to IT systems. • Strong analytical, problem-solving and troubleshooting skills. • Good written and verbal communication skills, with the ability to explain technical issues clearly. | <ul style="list-style-type: none"> • Previous helpdesk or Level 2 technical support experience • Knowledge of computer networking, telecommunications and remote access technologies. • Experience with GIS platforms, mapping tools or spatial data. • Knowledge of information management, records management, privacy and information security requirements. • Experience with IT service management systems and technical documentation. • Experience working in local government or a similar public-sector environment. • Familiarity with device management, endpoint security and IT asset management. |
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Education, Qualification, Memberships

Essential

- Relevant IT qualification, certificate or diploma, or equivalent practical experience in IT support.
- Demonstrated understanding of computer hardware, software, Microsoft Windows and Microsoft 365 applications and Active Directory
- Ability to troubleshoot and resolve common IT hardware, software and connectivity issues.
- A current, valid driver's licence.

Desirable

- Degree or diploma in Information Technology, Computer Science or a related discipline.
- Microsoft certifications or other relevant IT industry certifications.
- Training or qualifications in networking, cybersecurity or systems administration.
- Training or experience in GIS, mapping or information management systems.
- Membership of a relevant IT professional organisation.