

ICT Systems Administrator

Position: Permanent, Full-Time
Grade and Salary: Grade 4/5 \$36,393 to \$48,441

BACKGROUND INFORMATION

Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1,500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

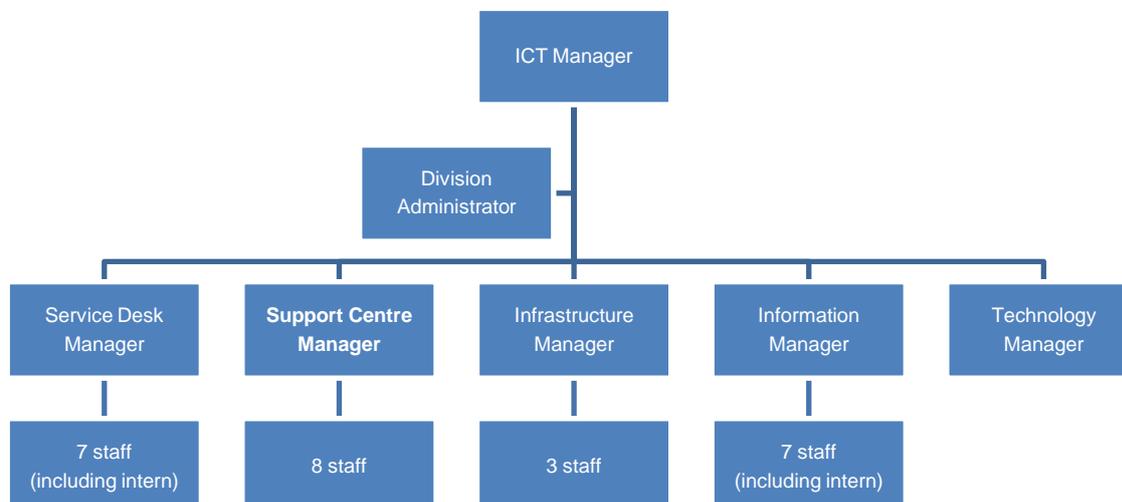
A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

FACULTY AND SCHOOL INTRO

CPIT's Information Communication Technology Division comprises approximately 30 people who are involved in all facets of ICT planning, implementation, design, development, and support.

The mission of our ICT Division is to support the delivery of learning to our students, and to provide the tools required to effectively manage the Institution. This is achieved through strong strategic planning linking ICT delivery to organisational visions. The ICT Division manages the Institution's ICT infrastructures, and provides ICT technical, eLearning and Web support for staff and students.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

To provide 2nd tier computer technical support to CPIT Staff and Students. This would include research, advice, and management of technologies that support the delivery of teaching resources and management of the Polytechnics workstations and software applications.

DELEGATED AUTHORITY AND RESPONSIBILITIES

- Financial:** None
- Human Resources:** Level 600 position.
- Other:** None

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p>Education/Qualifications</p> <ul style="list-style-type: none"> ▪ Tertiary qualification in Information Technology 	
<p>Experience/Skills/Knowledge</p> <ul style="list-style-type: none"> ▪ Proven competence with Macintosh, Novell and Windows operating systems ▪ ICT industry experience that includes Macintosh and Novell or Microsoft environments. ▪ Demonstrable practical experience in both eDirectory and Active Directory configuration and management ▪ Proven customer service skills and dedication to delivering quality service ▪ Excellent communication skills. Ability to communicate clearly and considerately to individuals and groups. Able to encourage and persuade when necessary. ▪ Experience communicating ideas through report writing in a clear, concise, professional form 	<ul style="list-style-type: none"> ▪ Knowledge of computer aided design an advantage including plotter technology ▪ Understanding of vitalisation technologies and their application.
<p>Personal Attributes</p> <ul style="list-style-type: none"> ▪ A personal need to achieve the objectives and reach successful conclusion, accomplish results. ▪ Adaptable in approach with the ability to respond appropriately to different and changing situations, people and ideas. ▪ Listening skills. Displays empathy and support and is able to pick out important information and report back to others. ▪ Good problem solving skills ▪ Organised with a personal discipline in the effective use of effort and time. Able to prioritize, and convey this appropriately to others. ▪ Displays initiative and an ability to originate new ideas or methods; to work effectively without close supervision ▪ Co-operative and participative work style with a willingness to work helpfully with others and to be involved and share activities. ▪ Focused on the delivery of a quality service to the customer. This means being willing to commit to the CPIT staff profile which encompasses bicultural, international, disability and environmental awareness; health and safety; a focus on students, teaching and learning. 	<ul style="list-style-type: none"> ▪ Experience of working in a self directed role, demonstrating self organization and disciplined work ethic.

KEY FUNCTIONAL RELATIONSHIPS	
Internal <ul style="list-style-type: none"> ▪ CPIT Academic Staff ▪ CPIT staff network users ▪ Staff Development and Learning Services ▪ CPIT ICT staff 	External <ul style="list-style-type: none"> ▪ Key Technology suppliers and partners ▪ Other Tertiary Institutions

KEY TASKS	EXPECTED RESULTS
(a) To effectively manage and support the computer network infrastructure.	
(i) To manage access to the computer network (ii) To effectively manage computing assets (iii) Virus protection	<ul style="list-style-type: none"> ▪ File access rights, consistent with security policies and software licensing are set up and monitored ▪ New equipment or changes in locations of equipment are accurately recorded in the asset database ▪ Appropriate software licensing is maintained for all software in use ▪ Evaluation and testing of new applications and software prior to implementation ▪ Maintenance of knowledgebase with appropriate application and systems documentation ▪ Virus protection implemented on all workstations and signatures are regularly updated ▪ Server scans implemented, audited and appropriate actions undertaken to ensure protection
(b) To provide specialist technical support and appropriate advice to teaching staff.	
(i) Provide technical computing support for teaching requirements (ii) Provide appropriate specialist technical support for teaching requirements (iii) Accept ownership and responsibility for assigned jobs	<ul style="list-style-type: none"> ▪ Appropriate technical advice and support is given to teaching staff and students. ▪ Quality service provided to clients ▪ Pre-course checks are undertaken to ensure that software is installed correctly and appropriate network resources are allocated. ▪ Tips on ways to effectively utilise the computer network are provided to staff, via articles in Info news, Intranet, etc ▪ Effective technical support provided for computer workstations ▪ Consistent technical standards are implemented and maintained across the campus ▪ Demonstrated commitment to knowledge of changing technologies ▪ All 2nd tier technical requests are actioned in accordance with timelines specified in the clients Technology Partnership Agreement. All support requests resolved within deadlines negotiated with the client. ▪ All support calls are logged (via the Service Desk) and actions undertaken are documented in the Service Desk system ▪ Client requests are responded to in a courteous and professional manner ▪ Clients are given regular feedback on the status of their logged requests ▪ Focus surveys will be undertaken to monitor customer satisfaction and improve services

(iv) Provide technological research support for teaching	<ul style="list-style-type: none"> ▪ Effective technical Computer support provided for teaching staff and students undertaking research on CPIT premises with CPIT equipment
(v) Assist with the development of PC workstation software image	<ul style="list-style-type: none"> ▪ PC software images for allied, tutorial and students effectively and efficiently set up for new workstation equipment ▪ Appropriate quality control checks are undertaken of software images prior to general release ▪ Software updates on allied, tutorial and student workstations effectively managed ▪ Software images are setup and installed in accordance with technical standards ▪ Suite/software image database kept up-to-date
(vi) Provide effective collegial support	<ul style="list-style-type: none"> ▪ To provide effective support and cover for other System Administrators when tasks are reallocated due to workloads.

ADDITIONAL NOTES

The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the **ICT Manager**.

ADDITIONAL INFORMATION

1. **Staff Appraisal** - CPIT has in place a staff appraisal process in relation to job performance. All staff are required to take part in the process.
2. **Staff Training and Professional Development** - Staff are required to develop a professional development plan with their Manager.
3. **CPIT Profile** - For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.
4. **Health and Safety** - Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for short listing but we do expect you to discuss your needs as part of the interview process or when accepting an employment offer where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions e.g. a hearing test for those involved in workshops.
5. **Trial Period** - When appointed to a permanent role, and new to employment with CPIT, a trial period of three months applies to the employment.

6. **Intellectual Property** - Intellectual property developed by Employees in the course of their employment belongs to CPIT.
7. **Employment Terms and Conditions** - Appointment is within the terms of the employment law and for the first 30 days of employment CPIT is legally required to employ staff in this position on the terms and conditions of the TIASA Collective Agreement. If the staff member joins the union the terms of that union's collective agreement apply in accordance with the legislation current at the time of joining. If the staff member does not join a union, s/he remains on an individual employment agreement based on the collective agreement and we can mutually agree to change those terms and conditions at any time.

APPLICATION DETAILS

Applications for appointment are accepted via our online recruitment system.

**Applications Close
4 December 2009**

The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.