

## Information Communication Technology Division

### ICT Service Desk Analyst

**Position 1038:** Full-time, 37.5 hours per week, permanent  
**Grade and Salary:** Grade 4 salary range \$37,576 - \$44,207



### 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.

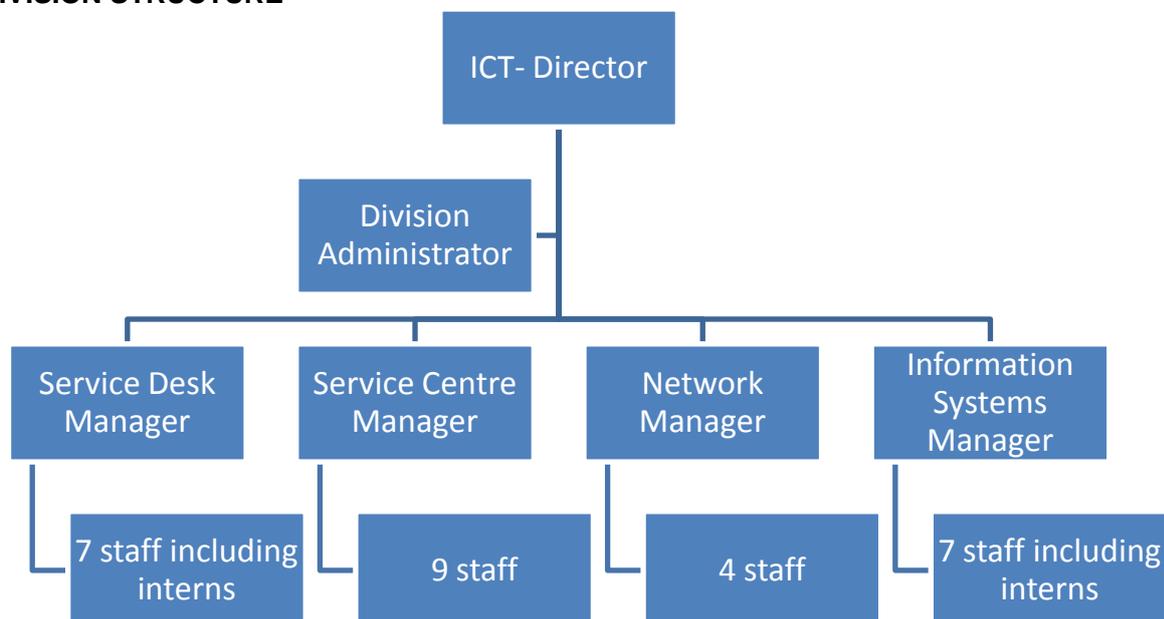
A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

### DIVISION INTRODUCTION

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.

### ICT DIVISION STRUCTURE



**PRIME FUNCTION/PURPOSE OF THE JOB**

To provide ICT Service Desk technical support and advice, focused on maximizing staff productivity, organizational efficiency and benefits from the effective use and application of information technology.

**DELEGATED AUTHORITY AND RESPONSIBILITIES**

**Financial:** None  
**Human Resources:** Delegation level 600 on the Human Resources Delegation Schedule  
**Other:** None

**PROFESSIONAL PROFILE**

ESSENTIAL	PREFERRED
<p><b>Education/Qualifications</b></p> <ul style="list-style-type: none"> <li>▪ Tertiary qualification in Information Technology or similar</li> </ul>	
<p><b>Experience/Skills/Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ Proven competence in desktop software products (Office suites, E-mail, WWW Browsers) to the advanced user level or MCPS qualifications.</li> <li>▪ Relevant ICT industry experience in the Novell, Microsoft XP computing environments.</li> <li>▪ Proven customer service skills and experience and dedication to delivering quality service.</li> <li>▪ Proven competence in delivering first-tier audio visual and computing gear support to an advanced user level</li> </ul>	
<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>▪ Clear and concise verbal and written communication skills with focus on attention to details.</li> <li>▪ An ability to respond appropriately to different situations, people and ideas.</li> <li>▪ Willingness to work helpfully with others and to be involved and share activities</li> <li>▪ An ability to be empathetic and supportive, to pick out important information and give back to others</li> <li>▪ Capable and qualified to perform in the given field</li> <li>▪ Willingness to commit to the CPIT staff profile which includes a commitment to a student focus, biculturalism, internationalisation, health and safety, and teaching and learning.</li> </ul>	

KEY FUNCTIONAL RELATIONSHIPS	
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>▪ Liaison with staff and students at all levels within the organisation on effective application and use of PC desktop information technologies and effective use of the computer network.</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>▪ Suppliers/Providers of ICT Goods and Services</li> </ul>

KEY TASKS	EXPECTED RESULTS
<p>1. To provide effective first-tier ICT Service Desk support</p>	<ul style="list-style-type: none"> <li>• All Service Desk requests are responded to in a courteous and professional manner.</li> <li>• All urgent technical requests are actioned within 24 hours.</li> </ul>

	<ul style="list-style-type: none"> <li>• Appropriate priorities are assigned to Service Desk requests in accordance with Technology Partnership Agreements (TPA).</li> <li>• Work completed within negotiated TPA deadlines.</li> <li>• The details of all support calls are logged in the Service Desk incident management system.</li> <li>• Clients are given regular feedback on the status of their logged requests, under action by the Service Desk.</li> <li>• Effective support and cover for other ICT service desk staff is provided when tasks are reallocated due to workloads.</li> <li>• Effective documentation of “Service Desk” operating procedures and other information relevant to ensuring smooth operation of the Service Desk.</li> <li>• Appropriate details and statistics of counter and telephone enquiries are logged via INFRA.</li> </ul>
2. To support computer user access and disk quota changes.	<ul style="list-style-type: none"> <li>• Logins, id's, passwords, rights and directories are set up and maintained, consistent with security policies and software licensing.</li> <li>• Appropriate changes are made to staff and student disk quota allocations authorised by service center staff and the appropriate lecturer/tutor.</li> <li>• All additions and movement of equipment are updated in the asset database.</li> </ul>
3. Service Desk and Support Center liaison	<ul style="list-style-type: none"> <li>• Requests that cannot be resolved within 24 hours are logged and escalated to the second-tier Service Center for action.</li> <li>• Emergency requests that can be actioned quickly are managed by the Service Desk, otherwise they are escalated to the Service Center.</li> </ul>
4. Ensure effective and efficient use of office automation systems.	<ul style="list-style-type: none"> <li>• Effective advice and support is given to users on the best utilisation of office automation applications including - Office Suites, E-mail, WWW Browsers.</li> </ul>
5. To assist in multidiscipline ICT project team initiatives	<ul style="list-style-type: none"> <li>• Where ICT projects involve other staff and/or contracts, the incumbent shall contribute to project team activities and complete assigned tasks within prescribed deadlines.</li> </ul>
6. To assist with the implementation of technology standards.	<ul style="list-style-type: none"> <li>• Standards applied for set up and configuration of the desktop applications and operating systems and equipment applied.</li> </ul>
7. Maintain knowledge about technical developments in other functional areas of the Division.	<ul style="list-style-type: none"> <li>• General technical knowledge kept up-to-date.</li> </ul>

**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 ICT 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 **Service Desk Manager**.

## ADDITIONAL INFORMATION:

### 1 **Staff Appraisal**

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

### 2 **Professional Development**

CPIT is a learning organisation where professional development is supported. Staff are asked 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 shortlisting but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment 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. Eg a hearing test for those involved in engineering workshops.

### 5 **Employment Terms and Conditions**

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union, the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires. CPIT's Allied Staff Collective Employment Agreement will be offered in the first instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

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## APPLICATION DETAILS

### ICT Service Desk Analyst

Ref: DT 4368

Applications for appointment are accepted through our online recruitment system.

**Applications Close  
Wednesday 26 May 2010**

*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.*