

SERVICE DESK MANAGER

Position: Permanent; Full time 37.5 hours per week
Grade and Salary: Grade 7 salary range \$52,703 to \$62,004

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 30,000 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 Wānanga o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika. Over 1,800 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.

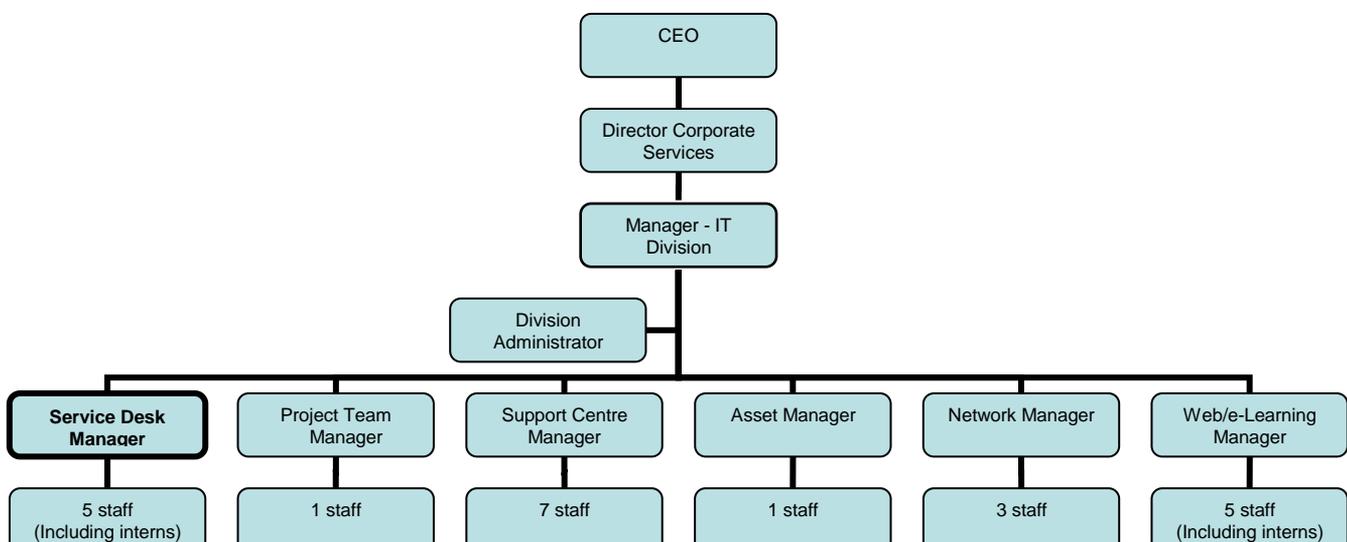
INTRODUCTION

The Information Technology Division comprises 31 people, involved in all facets of IT implementation, design, development, and support. The mission of our IT Division is to provide strategic planning, development and management of the Institution's ICT infrastructures, and the provision of IT technical, eLearning and Web support for staff and students that is sustainable.

The Vision of the IT Division is to ensure that CPIT ICT and eLearning infrastructure:

- supports innovation and creativity
- is flexible, reliable and up-to-date
- is supported by a motivated, customer focused team
- delivers a sustainable added value service to staff and students

ORGANISATION STRUCTURE



PURPOSE

To manage the IT “Service Desk” and relations with internal CPIT customers requiring services from the IT Division.

EXTENT OF AUTHORITY

Financial delegation to develop business plans and projects plans and costings and to ensure expenditure remains within agreed budgets. Specific \$ value of delegation will be prescribed.

Human Resources delegations as specified by the Chief Executive or sub-delegated by the Director, Corporate Services.

PROFILE *(the successful candidate will demonstrate the following)*

- Proven competence in desktop software products (WORD, EXCEL, ACCESS) to the Advanced user level or relevant qualifications
- Appropriate tertiary qualification would be an advantage
- At least 3 years or more experience in a Customer Service management role preferably in an IT environment
- Proven customer service skills and dedication to delivering quality service

RESPONSIBLE TO

Manager – Information Technology Division

WORKING RELATIONSHIPS

INSIDE THE ORGANISATION

- To manage and maintain good customer relations with staff and students requiring service by the Division.
- To assist in identifying and coordinate appropriate training for users.
- To prepare reports on areas of functional expertise for consideration by management.
- To assist in preparing annual budgets for the IT “Service Desk”.
- To coordinate fault repairs as well as adds, moves and changes of Telephone systems.
- To liaise with other supervisors and senior staff within the Division on Service Desk and service complaints issues.

OUTSIDE THE ORGANISATION

- Liaison with software vendors as well as Telecommunication suppliers.
- To maintain contacts with other educational institutes on information technology practices and initiatives of common interest.
- To maintain contacts with NZIM and appropriate customer service agencies.
- To keep abreast of IT industry trends and developments, by attending technology seminars and reading appropriate literature.

SUPERVISION

- Responsible for supervising and coaching the activities of the student operators and the Technical Support Team.

KEY TASKS

1. **Effectively manage “Service Desk” resources and development of an environment conducive to high performance.**

Expected Results:

- “Service Desk” procedures are effectively documented.

- “Service Desk” resources are effectively managed with adequate staff rostered to cope with peak demands.
- Workloads of “Service Desk” staff are monitored and appropriately redistributed where workloads are excessive.
- To supervise staff while assigned to “Service Desk’ duties and working on referral tasks.
- Improvements to “Service Desk” services effectively implemented.
- Service desk call queue statistics reported weekly and data as part of a continuous improvement process.
- Annual budget and business plan prepared
- Budget managed and monitored within 2% of budget at EOY
- Induction, training and mentoring of student interns effectively provided.
- Team environment conducive to personal growth and contribute to high performance and achievement of Institutional goals
 - Foster skills overlap
 - Annual self assessment/culture survey of Division and team performance
 - Annual appraisals completed
 - Training and PD formally reported

2. Effectively manage Technology Partnership Agreements (TPA’s).

Expected Results:

- TPA’s are successfully negotiated with Faculty’s, Divisions, Sections.
- Performance of the “Service Desk” and compliance with TPA’s effectively monitored. Target >85% compliance with negotiated timelines.
- “Service Desk” calls exceeding TPA guidelines are escalated and given appropriate priority.
- TPA’s reviewed annually with clients.
- Annual customer satisfaction surveys conducted and results published Polywide.
- Quality “Service Desk” service provided to clients.
- Target >80% satisfaction on staff and student surveys
- Achieve >80% satisfaction on call backs

3. Effectively manage customer complaints

Expected Results:

- Procedures to handle complaints, established and effectively documented.
- Log of complaints and actions undertaken effectively maintained.
- All complaints are appropriately investigated and all parties advised of the outcome.
- Customers are actively encouraged to provide constructive feedback.

4. To assist with coordinating IT purchases.

- Effective coordination of software purchases.

5. Implement effective “Service Desk’ reporting systems.

Expected Results

- Weekly reports of “Service Desk” statistics prepared for the Head of Division.
- Exceptions to TPA’s reported in accordance with escalation procedures.
- Recommendations made to management on ways to improve “Service Desk” services.
- Recommendations made to management on ways to deliver value added services to customers.

6. To participate in multidiscipline IT project team initiatives, where IT projects involve other staff and/or contracts, the incumbent shall contribute to project team activities and complete assigned tasks within prescribed deadlines.

7. Contribute to IT strategy development

- Opportunities are incorporated into the annual IT strategy review and planning processes.

8. Contribute to planning future expansion and development of the computer network and integration of Network Operating Systems.

9. To coordinate telephone fault repairs as well as adds, moves and changes of Telephones services.

Expected results

- To maintain a log of telephone faults
- To coordinate via the Telecom 125 service the repair of telephone faults.
- Keep internal clients advised of the status of repairs.

10. To coordinate adds, moves and changes of telephone services.

Expected Results

- Maintain a log of adds, moves and changes.
- Coordinate the required work with Telecom.
- Keep internal clients advised of the status of adds, moves and change requests.
- Ensure that costs are appropriately recharged to Faculties and Divisions.
- Invoices are validated for payment.
- 85% satisfaction measured from surveys

11. Provide effective cover for the Service Centre Team Leader.

- Effective cover is provided when another IT Manager is absent

12. To assist with the implementation of technology standards.

- Policy standards are maintained for the desktop applications and operating systems.

13. Maintain knowledge about technical developments in other functional areas of the Division.

- General technical knowledge kept up-to-date.

14. The above statements are 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 Head of Division.

Normal Office hours are 8:30am to 5:00pm, Monday to Friday. Due to the unique nature of the work, there is often a requirement to work outside of core hours to undertake system operation activities. This would be subject to negotiation with the incumbent.

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.

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 (01 April 2007 – 31 March 2009) 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.

APPLICATION DETAILS

Applications for Appointment forms must be marked:

Manager - Service Desk

Ref: DT3169

Applications should be addressed to:

Senior HR Advisor
Christchurch Polytechnic
Institute of Technology
P O Box 540
CHRISTCHURCH

Email hr@cpit.ac.nz
Phone (03) 940 8623
Fax (03) 940 8616

and forwarded by post, fax or in person

Applications Close
Friday 11 April 2008 12.00pm

The standard application form attached 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.