

JOB DESCRIPTION
Information Technology Division



IT Technical Support Officer

Position: Full-time, 37.5 hours per week, permanent
Grade and Salary: Grade 4 salary range \$36,393 - \$42,816

BACKGROUND INFORMATION

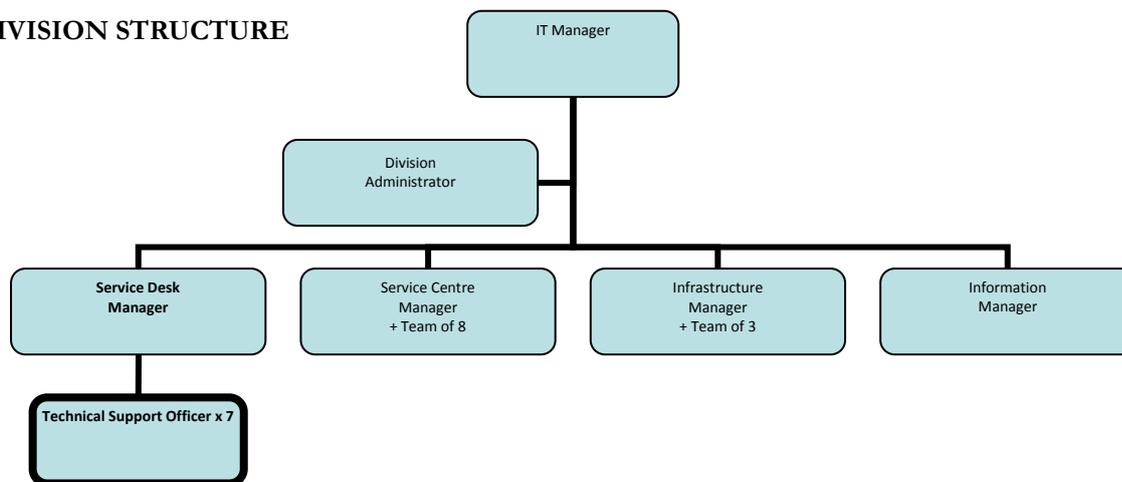
Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where 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 Wānaka 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.

IT DIVISION STRUCTURE



PROFILE

The person most able to undertake this role will have:

EDUCATION / QUALIFICATIONS

Essential

Preferred

- An appropriate computing qualification

EXPERIENCE/SKILLS/KNOWLEDGE

- Proven competence in desktop software products (WORD, EXCEL, ACCESS, Email, Net Browsers) to the Advanced user level or MCPS qualifications.
- Relevant IT industry experience in the Novell, Microsoft XP computing environments.
- Proven customer service skills and dedication to delivering quality service.
- Clear and concise verbal and written communication

skills

- An ability to be empathetic and supportive, to pick out important information and give back to others
- An ability to respond appropriately to different situations, people and ideas.
- Willingness to work helpfully with others and to be involved and share activities
- Being capable and qualified to perform in the given field

PERSONAL ATTRIBUTES

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, for further information go to www.cpit.ac.nz/situations_vacant (Staff Profile).

PRIME OBJECTIVES OF THE POSITION

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

FUNCTIONAL RELATIONSHIPS

Internal

- 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

External

- Suppliers/Providers of ICT Goods and Services

Key Tasks

To provide effective 1st tier IT Service Desk support

To support computer user access and disk quota changes.

Service Desk and Support Center liaison

Expected Results

- All Service Desk requests are responded to in a courteous and professional manner.
- All 1st tier technical requests are actioned within 24 hours.
- Appropriate priorities are assigned to Service Desk requests in accordance with Technology Partnership Agreements (TPA).
- Work completed within negotiated TPA deadlines
- The details of all support calls are logged in the Service Desk system.
- Clients are given regular feedback on the status of their logged requests, under action by the Service Desk
- Effective support and cover for other IT Service Desk staff is provided when tasks are reallocated due to workloads.
- To effectively maintain documentation of “Service Desk” operating procedures and other information relevant to ensuring smooth operation of the Service Desk.
- Appropriate details and statistics of counter and telephone enquiries are logged via INFRA.
- Logins, id’s, passwords, rights and directories are set up and maintained, consistent with security policies and software licensing.
- Appropriate changes are made to staff and student disk quota allocations authorised by service center staff and the appropriate lecturer/tutor.
- All additions and movement of equipment are updated in the asset database.
- Requests that cannot be resolved within 24 hours are logged and escalated to the 2nd tier Service Center for action.
- Emergency requests that can be actioned quickly are managed by the Service Desk, otherwise they are escalated to the Service Center.

Ensure effective and efficient use of office automation systems.

To assist in multidiscipline IT project team initiatives

To assist with the implementation of technology standards.

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

- Effective advice and support is given to users on the best utilisation of office automation applications including - Word, Excel, PowerPoint, Email, Internet Browsers.
- 1. Where IT projects involve other staff and/or contracts, the incumbent shall contribute to project team activities and complete assigned tasks within prescribed deadlines.
- Standards applied for set up and configuration of the desktop applications and operating systems and equipment applied.
- General technical knowledge kept up-to-date.

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 Services Desk Manager.

EXTENT OF AUTHORITY

No financial delegation.

HOURS OF WORK

Due to the unique nature of the work, there may be an occasional requirement for IT staff to work outside of core hours to undertake system operation activities. Changes to standard hours would be subject to negotiation with the incumbent.

FOR YOUR 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 – e.g. 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 (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 Appointments – Allied Staff forms must be marked:

IT Technical Support Officer

Ref No: DT3191

Applications should be addressed to:

Senior HR Advisor

Christchurch Polytechnic

Institute of Technology

PO Box 540

CHRISTCHURCH

Email: hr@cpit.ac.nz

Phone: 03-9408623

Fax: 03-9408616

And forwarded in person, post, email or fax.

***Applications close
Wednesday 30 April 2008***

The standard application form attached provides the Polytechnic with a common set of information about each candidate, but applicants should not limit themselves to that form. Personal applications set out in the applicants own style including a curriculum vitae and particular references to the job description and personal profile are