

Helpdesk Officer
JASPER Student Management System

Position: Permanent Part Time; 15 hours per week
Contract/Grade: Grade 3 salary range \$16.59 - \$19.52 per hour

INTRODUCTION

Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury’s three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. 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 provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1800 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.

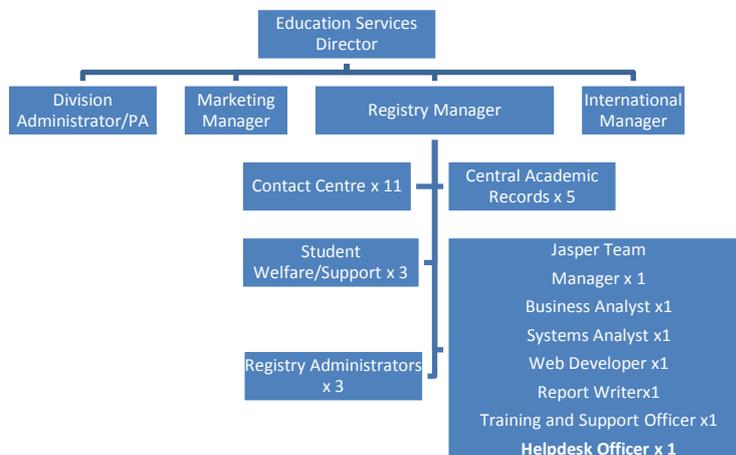
FACULTY AND SCHOOL INTRO

Education Services is a large diverse division which includes planning and development functions, marketing and enrolment for both domestic and international students, and library, learning and other support services. Education Services works in partnership with faculties and divisions to support CPIT’s educational objectives and student success.

Jasper is CPIT’s Student Management System which was developed in conjunction with Jade Software Corporation. The system is used by a number of other New Zealand tertiary institutions, who have developed a strong user group to develop the product to suit their organisations needs. The system is used to manage all aspects of the student lifecycle from enquiry right through to graduation, as well as the development and management of curriculum and awards.

Jasper is used at CPIT by the majority of support staff, and by a growing number of academic staff. Jasper support is provided to this large and growing user base by the Jasper Team’s Jasper Helpdesk. Queries vary from simple password resets, training or reporting requests to the reporting of bugs/faults which may have to be referred back to the Jade development team.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

Provide a friendly, effective and knowledgeable support to users of the Jasper system and the Jasper Team.

DELEGATED AUTHORITY AND RESPONSIBILITIES

- Financial:** None
- Human Resources:** None
- Other:** None

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<ul style="list-style-type: none"> • <i>Education/Qualifications:</i> 	<ul style="list-style-type: none"> • Tertiary qualification desirable
<ul style="list-style-type: none"> • <i>Experience/Skills/Knowledge</i> • Recent relevant experience in helpdesk environment • Experience using a large organisation system/database • Proficiency in MS Office and emailing software • Proven customer service skills, and commitment to quality service • Excellent oral and written communication skills • Problem solving and troubleshooting skills, the ability to handle problems logically 	<ul style="list-style-type: none"> • Experience of the tertiary sector
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Maturity to relate to and work with people at all levels and from a wide range of backgrounds • Planning and self management: ability to cope with competing demands and prioritise • Co-operative approach and willingness to work in a team 	

KEY FUNCTIONAL RELATIONSHIPS	
<p>Internal</p> <ul style="list-style-type: none"> • All staff users of the Jasper system 	<p>External</p>

Key Tasks	Expected Results
<ul style="list-style-type: none"> • Provide help desk support service for Jasper system users, including routine tasks and day-to-day queries. 	<p>The Jasper Helpdesk operation runs smoothly, with the following achieved in a timely and efficient manner:</p> <ul style="list-style-type: none"> • Queries are answered promptly. • Calls are logged adequately. These may in the form of emails, phone calls or walk-in queries. • Appropriate support and resolution of problems are provided within agreed timeframes. • Complex queries are escalated to other Jasper team members. • A close working relationship is established and maintained with other Jasper Team members to deliver a smooth and efficient helpdesk support to the Jasper user base. • Activities will initially be limited to basic first level calls, but as knowledge of the Jasper system is obtained, more varied types of helpdesk queries will be able to be dealt with.

<p>Follow and maintain appropriate Helpdesk procedures administration and records, including but not limited to:</p> <ul style="list-style-type: none"> • Jasper security maintenance. • Preparing statistics reports. • Back-ups of helpdesk logs. • Call logging. • Logging entries in the troubleshooting guide. • Occasional helpdesk audits. • Maintenance of the helpdesk email and system folders. • General Housekeeping tasks for the Jasper system e.g. address formatting. • Sending information broadcast messages. 	<p>Jasper Helpdesk procedure manuals and related documentation and systems are up to date and orderly, and processes followed in a timely manner.</p> <p>CPIT staff are kept informed of system downtimes and expected timeframes for resolution.</p>
<ul style="list-style-type: none"> • Liaise with Jade application support staff and Jade Central System. 	<p>Prompt fault reporting and scheduling of patches and releases is maintained.</p>
<ul style="list-style-type: none"> • Provide support for the Jasper Team. 	<p>The Jasper team, being a small team, works together on projects in a flexible way, and Jasper team members assist each other with various activities as and when required to meet the Jasper Team objectives.</p> <p>Contribute to improving support processes.</p>
<ul style="list-style-type: none"> • Take on new one off specific projects as may be required by the Jasper Manager 	<p>To work alongside relevant Jasper colleagues to deliver and implement the specific projects.</p>

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 **Jasper Manager**.

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 and time is provided to achieve the plan.

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 tender 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 (01 April 2007 — 31 March 2009) will be offered in the List 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.

6. Equal Opportunities Employer

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

APPLICATION DETAILS

Applications for appointment must be marked:

Jasper Helpdesk Officer

Ref. DR3290

Applications should be addressed to:

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

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

***Applications Close
Monday 11 August 2008***

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.