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| . **POSITION DESCRIPTION** | logo300 |

Jan 2015

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. | | | | |
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| Organisational Vision The CDHB’s vision is to improve the health and well being of the people living in Canterbury. Organisational Values  * Care & respect for others * Integrity in all we do * Responsibility for outcomes | | | | |
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| **POSITION TITLE:** | | | Service Support Technician | |
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| **REPORTS TO (Title):** | | | Technical Support Team Leader | |
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| **REPORTS ON A DAILY BASIS TO:** | | |  | |
| **PRINCIPAL OBJECTIVES** | | | | |
| This position assists with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems | | | | |
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| **FUNCTIONAL RELATIONSHIPS:**  (Who are the customer/consumers/patients) | | | | |
| **INTERNALLY:** | | | | |
| 1 | All CDHB staff | | | |
| 2 | Information Service Staff | | | |
| 3 | Service Support Manager | | | |
| 4 | Service Support Coordinator | | | |
| 5 | Service Operations Manager | | | |
| 6 | Software & Asset Management Staff | | | |
| **EXTERNALLY:** | | | |
| 1 | | As required | |

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| **KEY PERFORMANCE OBJECTIVES:** | |
| Task | Customer Service – To provide excellent customer service |
| Expected Result | * Ensure that customer and business needs are supported by high quality, cost effective, value-added IT services * To improve the quality of IT service provisioning * To reduce the long term cost of service provisioning * Provide clear and concise communication to customers using non technical jargon and have empathy for the customer * Ensure complaints are escalated in accordance with IS policies and procedures |
| Task | Service Support Technician – To provide support for all CDHB IT customer devices |
| Expected Result | * Ensure CDHB standards are applied to all pre-scoping for the customer requirements * Ensure solutions are applied with a quality focus ensuring they are completed ‘right first time’ * Participate in evaluation/acceptance testing of new hardware, software and configurations * Trouble shoot and resolve hardware and software problems * Customer accounts are set-up, modified, re-set and disabled in accordance to IS & security policies * Assists with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines * Works with vendor support contacts to resolve technical problems with desktop computing equipment and applications * Ensure trends which highlight problems with IS service delivery are escalated to IS management * Ensure that defined CDHB IS (Information Services) standards are adhered to * Ensure documentation is regularly reviewed/maintained * Ensure change management notification procedures are adhered to using ITIL (Information Technology Infrastructure Library) framework at all times |
| Task | Incident Management – To effectively & efficiently resolve incidents |
| Expected Result | * Follow incidents from the logging stage, with the aim of ensuring complete and timely resolution * Ensure incidents are prioritised and escalated where necessary to ensure satisfactory resolution * Ensure actions taken to resolve incidents are clearly documented and communicated to other team members * Ensure appropriate follow-up is made to ensure incidents are resolved to the customers satisfaction * Ensure all information is captured to allow trends or patterns to be identified * Ensure customers are provided with progress updates on jobs on a regular basis * Ensure customer call-back/follow-up updates are entered into incident logging system |
| Task | On-call Activities - Carry out after-hours on-call duties to provide a quality service to CDHB customers |
| Expected Result | * Respond to pager notifications promptly as per on-call procedure * Resolve or escalate incidents in a timely and professional manner * Assist other IS teams for escalated issues as appropriate * Ensure customers receive a friendly and customer-focused service * Ensure that the on-call policy is followed |
| Task | Asset Management - To ensure that all CDHB Information Technology assets are managed and tracked |
| Expected Result | * Ensure all relevant details for all Information Technology assets are recorded and managed in the CMDB (Configuration Management Data Base) * Ensure assets are only used for the incident requests they are assigned to * Ensure all MAC’s (moves, adds and changes) for assets are updated in CMDB * Ensure software on all computers provided for staff use is appropriately licensed * Prepare old computers for disposal, to include backing up data to other storage and/or the secure removal of operating systems, software and data as required |
| Task | Service Desk – To answer and log calls for requests, support, advice and information |
| Expected Result | * Assist the Service Desk to log, track & resolve calls should the need arise (Cover for meetings, staff leave/sickness, other…) |

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| **HEALTH & SAFETY:** |
| * Observe all Canterbury DHB safe work procedures and instructions * Ensure your own safety and that of others * Report any hazards or potential hazard immediately * Use all protective equipment and wear protective clothing provided * Make unsafe work situations safe or, if they cannot, inform your supervisor or manager * Co-operate with the monitoring of workplace hazards and employees health * Ensure that all accidents or incidents are promptly reported to your manager * Report early any pain or discomfort * Take an active role in the Canterbury DHB’s rehabilitation plan, to ensure an early and durable return to work * Seek advice from your manager if you are unsure of any work practice |

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| **QUALITY:** |
| Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. |

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| **QUALIFICATIONS & EXPERIENCE:** |
| **Competencies:**   * Excellent interpersonal skills * Pleasant, assertive personality with ability to function as a team member as well as individually * Self-disciplined, conscientious, flexible and adaptable * Possess the ability to follow instructions and document procedures * Be able to project a professional image * Be able to work effectively within a busy environment * Effective time management skills and the ability to prioritise workability to establish and maintain co-operative working relationships with staff and to develop effective links with relevant other departments * Possess a high degree of initiative and motivation with enthusiasm and willing to work outside of role as required * Be customer focused and committed to quality outcomes and service development * Adhere to Canterbury DHB and Information’s Services Policies and Procedures * Have the ability to meet service objectives   **Experience:**   * Have relevant network and systems experience in Windows desktop administration and sound troubleshooting skills in a corporate environment * Experience in the use of a variety of client hardware devices   **Qualifications**   * A tertiary level qualification in Business, Science, Information Services, Engineering, or related field. * Have Technical certification (i:e MCP, MCSE, MCSA,) * ITIL Foundation |

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| **Key Behaviours:**   * Ability to “work together” in a truthful and helpful manner * Ability to “work smarter” by being innovative and proactive * Accepts responsibility for actions |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.