|  |  |
| --- | --- |
| TEAM | Information Services Group |
| POSITION TITLE | Service Desk Technician |
| REPORTS TO | Service Desk Team Leader |

|  |  |
| --- | --- |
| OUR TEAM ACCOUNTABILITY | As a member of Information Services Group, this role has shared accountability for:   * **Engaging** the Information Services Group team, the Canterbury District Health Board, the West Coast District Health Board and our health systems to build trust, common understanding and ownership. * **Growing** the understanding and engagement of Information Services Group team with the vision and goals for the Canterbury and West Coast health systems. * **Ensuring** clarity of Information Services Group purpose, developing clear direction, plans, alignment and priority and making sure all teams and roles know their accountability and responsibility. * **Building** the service capability of the Information Services Group function to make it happen and the process capability to do it effectively and efficiently. * **Communicating,** in order that within the Information Services Group team, the wider Canterbury DHB, West Coast DHB and our health systems, everyone remains aligned with and informed about our plans, priority and progress.   These accountabilities will be exercised in support of a drive to perfect service excellence and work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, aligned to the Canterbury Health System strategy.  This will see a model that provides a flexibility and scalability within the function toward accelerating the transformational activity that is required of the business to deliver on the vision for our health systems. |

|  |  |
| --- | --- |
| MY ROLE RESPONSIBILITY | The Service Desk Technician is responsible for working with the Information Services Group team to provide a level of service excellence across all Information and Communication Technology [ICT] solutions whilst maintaining the development and delivery of the Information Services Group [ISG] work plan.  In assuming this responsibility, the role enables the function to be an effective and valued partner of the business and supports the business to achieve its goals.  Specifically the role is responsible for:   * Providing first-level contact and incident resolution for all customers with hardware, software and applications problems * Ensuring incidents are prioritised and escalated where necessary to ensure satisfactory resolution * To provide a courteous and focused service to CDHB staff * Ensuring customers receive a helpful and informative service * Ensuring customers are provided with regular progress updates on jobs * Ensuring customer call-back/follow-up updates are entered into Service Support incident logging system * Ensuring that defined CDHB IS (Information Services) standards are adhered to * Ensuring documentation is regularly reviewed/maintained |

|  |  |
| --- | --- |
| MY CAPABILITY  MY EXPERIENCE  QUALIFICATIONS | To be effective and succeed in this role it is expected the person will have the following proven capabilities:   * Display self-knowledge * Build relationships and mobilise support * Build relationships with resources at all levels * Be customer focussed and committed to quality outcomes * Be committed to teamwork and have the ability to initiate and facilitate open communication with staff * Strong written and verbal communication * Problem solving * Experience in desktop operation support and troubleshooting * Technical and customer service experience in a professional industry, in and end-user computing environment, utilising effective phone and email communication skills. * Experience in day-to-day task management and co-ordination of activities * Experience in the use of a variety of client hardware devices * A tertiary qualification in Information Services or related field is and ITIL Foundation Certificate is preferable |

|  |  |  |
| --- | --- | --- |
| MY RELATIONSHIPS TO NURTURE | Internal  * CDHB ISG Leadership Team * CDHB ISG Team Leads * CDHB ISG Team Members * WCDHB ISG Team * CDHB Managers * CDHB Employees | **External**   * Other District Health Board * Associated organisations |

|  |  |
| --- | --- |
| MY WELLBEING, HEALTH AND SAFETY | **Care starts here**  Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:   * **Look:** It’s everyone’s responsibly to be on the lookout for risks. * **Make the right choice:** If you see a risk, either fix it yourself if that’s the right thing to do, or speak up so someone else can. If you’re not sure what to do look at the relevant policy and procedure.   Through working together, we can look after ourselves and those around us. |