

STATEMENT OF ACCOUNTABILITY

Service Desk Technician

Information Services Group

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, Te Whatu Ora Health NZ Te Tai o Poutini West Coast/Waitaha Canterbury, 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 of Te Whatu Ora.
- **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 Te Whatu Ora 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 Te Whatu Ora 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
- 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 IS (Information Services) standards are adhered to
- Ensuring documentation is regularly reviewed/maintained
- Assisting Project Teams with day-to-day activities

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- Ability to learn new systems and applications quickly
- Ability to adapt to and embrace change
- Be customer focussed and committed to quality outcomes
- Be committed to teamwork
- Ability to initiate and facilitate open communication with staff and customers
- Aptitude for problem solving

MY EXPERIENCE

- Experience working in a Service Desk team, delivering customer support to a large IT organisation.
- Experience in desktop operation support and troubleshooting
- Technical experience in an end-user computing environment, utilising effective phone and other communication tools.
- Experience in management and co-ordination of day-to-day activities
- Experience in the use of a variety of client hardware devices

QUALIFICATIONS

- Diploma in Information Technology Technical Support (Level 5) and Diploma in System Administration (Level 6) or equivalent
- Azure Fundamental Certification
- ITIL Foundation Certificate preferable

MY RELATIONSHIPS TO NURTURE

Internal

- Waitaha Canterbury ISG Leadership Team
- Waitaha Canterbury ISG Team Leads
- Waitaha Canterbury ISG Team Members
- Regional IT Teams
- Waitaha Canterbury Managers
- Waitaha Canterbury Employees

External

- Associated Health organisations

MY WELLBEING, HEALTH AND SAFETY

Care starts here

Our people are the most important thing at Te Whatu Ora Health NZ Waitaha Canterbury. 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.