



TaurangaCity

Job description

Title	Service Desk Analyst
Number	Multiple
Group	Corporate Services
Division	Digital Services
Reports to	Service Desk Manager
Direct reports	N/A
Date	18/07/2024

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide Level 1 end-user assistance by troubleshooting technical/ICT problem areas (in person, by telephone, or via email) in a timely and accurate manner.

Key outcomes

Provide key system support.	• By providing technical support for desktop environments, optimal performance is ensured. • A broad range of system support is provided. • Hardware and software are troubleshooted.
Customers receive accurate information and experience a high level of service.	• Demonstrates a “can do” solution focus in customer interactions, always going the extra mile when possible to ensure customers get the best possible service.

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	• Prioritise tasks set with customer satisfaction at the forefront.
Trusted business support is provided.	• Advocate best practice use of the Application and optimal business processes. • Users, supplier, and Business Analysts are worked with to evaluate existing business processes and identify future enhancements. • Users are supported and suppliers and Business Analysts are liaised with during service request analysis, testing and upgrades.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
• A tertiary qualification in ICT or equivalent industry experience. • At least two years' experience in a customer service focused environment. • Ability and confidence to work independently and troubleshoot. • Proven ability to learn technical information across a broad range of subjects.

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WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections