# Job description

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| **Title** | Technical Support Specialist |
| **Number** | 3CW305 |
| **Group** | Infrastructure |
| **Division** | City Waters |
| **Reports to** | Contract Relationship Manager |
| **Direct reports** | N/A |
| **Date** | 11/04/2022 |

## 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, Matauranga Māori and our partnership with tangata whenua.

## Job purpose

The primary purpose of this role is to work with the TCC and WBOPDC 3 Waters staff, representing the technical needs, providing influence and managing the relationship with the Watercare team, as well as providing technical support to users of the 3 Waters work order and data management.

## Key outcomes

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| **Enhancing user experience through influencing change and improvement to business systems.** | * Manage the technical relationship between multiple large and complex organizations, understanding the requirements all * Influencing outcomes, setting priorities and working with technical teams to achieve outcomes which will benefit organizations and end users * Manage the process related to application changes, application upgrades, user testing and system fixes. * Liaising with key users to establish requirements and implanting change to the benefit of those users * Systems are optimized with limited downtime for the users. * Technical issues are resolved promptly and users are satisfied that the request has been resolved. * Solutions are well documented, learnings are shared and training is provided to users |
| Manage 3 Waters systems software installation, maintenance, and reporting. | * Testing and implementation (including documentation) completed within timeframes specified. * Format and communicate operational results through accurate reporting to meet staff or organisational requirements. * Reporting requirements and parameters are captured and reports built to user requirements. |
| **Customers receive accurate information and experience a high level of service.** | * Provide Subject Matter expertise, technical leadership, application maintenance to users of the 3 Waters work order and data management systems, including triaging, investigation and resolution of issues and service requests. * Issues are investigated prior to escalating to Watercare or Council digital services teams and are reported and managed through Watercare service management systems and processes. Disruption to business is minimized. Training plans are developed and delivered. |

## 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

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| Essential |
| * Tertiary qualification information systems (Diploma Level)/ information technology or demonstrable experience in similar technical environment. |

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