POSITION DESCRIPTION

Position: Service Desk Support
Term: 6 month term
Status: Full time
Location: Lincoln
Directly Reporting to: ISKM Service Manager

Purpose

To assist end users to efficiently and effectively use IT services and tools by providing them with assistance, guidance and training.

The IT team will provide a high level of service to MWLR staff and contractors, expertise in technology, best practises and innovation.

The ability to be able to work well in a team environment as well as to work independently when required is important in this role.

Primary Objectives

- Provide excellent levels of customer service to staff and guests
- Provide training and one on one education where required
- Upgrade, deploy or assist with end user devices
- Ensure tickets are logged in a timely manner with appropriate information
- To manage and document the deployment and disposal of any assets
Key Accountabilities

Customer Service

- Provide an excellent and timely response to customer requests and/or incidents as the IT point of first contact
- Ensure that customers are kept regularly updated on requests or incidents that are raised as well as providing sufficient information in the incident management platform
- Scheduling and prioritisation of customer requests that are suitable for both parties
- Ensure timely escalation of incidents to next level support
- Provide brief inductions to new starters, ensuring they know who or how to contact IT
- Ensure meeting room technology is well maintained and provide feedback on any improvements that could enhance the experience for staff or guests

Deployment and Disposal of Assets

- Manage and maintain the deployment of new or replacement IT equipment
- Manage and maintain relocations of IT equipment
- Accurate logging and management of loan IT equipment
- Appropriate documentation of new and disposed assets
- Equipment disposal in line with Manaaki Whenua standards, where possible or practical
- Procurement of end user devices, software and/or peripherals

Incident and Service Request Management

- Ensure all tickets are appropriately logged (by the end user or you)
- Keep requests or incidents up to date with reasonable information
- Ensure customer requests are sufficiently resolved prior to closure
- Work with administrators or engineers during incidents to provide updates to the end user(s)

Health, Safety and Environment Objectives:

Applicable to all staff

- Take reasonable care to ensure your own health and safety in the workplace, and that no action or inaction on your own part harms others. Also ensure own activities comply with all relevant statutory and other Health, Safety and Environmental (HSE) requirements and apply appropriate CoPs, SOPs and other procedures
- Set an example of accountability and continual improvement in HSE practices
- All invited non-employees (visitors, volunteers, students, interns etc.) are hosted responsibly

Position Specific

- Not applicable
**Person Specification**

**Essential**

- **Education/Qualifications and Learning**
  - Two or more years of experience in a medium sized IT environment

- **Knowledge, Skills and Experience**
  - Experience and excellence with customer service skills
  - Proficient and knowledgeable with Windows 10 operating system and Office 365 software
  - Experience with provision, setup and support of Windows based end user devices and peripherals
  - Understanding of network fundamentals
  - Great analytical and problem solving skills
  - Ability to work with different teams and departments
  - Experience with workload management – ticketing and user follow-ups

- **Personal Attributes**
  - User focused attitude and a willingness to help
  - Well organized with a high degree of initiative
  - Positive “can do” attitude, proactive and motivated
  - Communicates effectively, both verbally and in writing
  - Develops and maintain strong and effective relationships with internal/external customers and clients
  - Keen to learn new tools or solutions to provide a great end user experience

**Interactions/Regular Contacts**

**Direct reports:** Nil

**Internal:**
- All members of the IT team
- Other members of the wider IS&KM and Informatics teams – analysts, developers and programmers
- MWLR staff at Lincoln (primarily) but also at other MWLR sites

**External:**
- MWLR guests
- Vendors
Delegations

Financial Delegations: Nil

Human Resources Delegations: Nil

Refer to 6.01 Delegations Policy

Performance Criteria

Landcare Research has a Performance Appraisal & Development process which provides an opportunity for the employee and their manager to discuss and agree what contribution the individual employee is expected to make during a regular review period towards achieving the strategic goals and objectives of the Company.

Goals and objectives will be agreed annually. These will be consistent with the Key Accountabilities and Personal Attributes contained within this Position Description, and will include performance measures (statements of achievement), together with any support and professional development required by the employee to achieve those objectives.
Working Environment & Physical Demands

Landcare Research undertakes to ensure its workplaces are safe and that no person is harmed as result of our work activities. The list below is provided to give an indication of the type of environment and potential hazards which may be encountered in this role.

*(tick appropriate boxes)*

<table>
<thead>
<tr>
<th>Physical</th>
<th>Biological/Chemical</th>
<th>Environmental</th>
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</thead>
<tbody>
<tr>
<td>☑ Office/computing</td>
<td>□ Soils, potting mixes, composts</td>
<td>□ Adverse weather/heat/sun</td>
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<tr>
<td>□ Standing for long periods</td>
<td>□ Sewage and wastewaters</td>
<td>□ Alpine conditions</td>
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<tr>
<td>□ Manual handling/lifting</td>
<td>□ Bio solids</td>
<td>□ Off-shore islands</td>
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<tr>
<td>□ Hiking/tramping - easy</td>
<td>□ Insects</td>
<td>□ International travel</td>
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<tr>
<td>□ Hiking/tramping - hard</td>
<td>□ Microorganisms</td>
<td>□ Polar environments</td>
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<tr>
<td>□ Camping out – “roughing it”</td>
<td>□ Pathogens</td>
<td>□ Isolated environments</td>
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<tr>
<td>□ River-crossings</td>
<td>□ Animals – contact/handling</td>
<td>□ Geothermal areas</td>
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<tr>
<td>□ On-road driving</td>
<td>□ Plants and fungi</td>
<td>□ Urban environments</td>
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<tr>
<td>□ Off-road 4WD/ATV driving</td>
<td>□ Chemicals/toxins</td>
<td>□ Rural/farm environments</td>
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<td>□ Charter flying/Helicopters</td>
<td>□ Flammable liquids/gases</td>
<td>□ Production forestry blocks</td>
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<td>□ Travel in Boats/Ships</td>
<td>□ Dusts/fumes/vapours</td>
<td>□ Mines/earthworks/excavations</td>
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<tr>
<td>□ Construction work</td>
<td>□ Compressed gases</td>
<td>□ Old mine shafts/pits</td>
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<tr>
<td>□ Operating tools &amp; equipment</td>
<td>□ Cryogenic substances</td>
<td>□ Roadside work</td>
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<tr>
<td>□ Deft/fine manual tasks</td>
<td>□ Other</td>
<td>□ Working at heights</td>
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<tr>
<td>□ Microscopy</td>
<td>□ Radioactive substances &amp; equipment</td>
<td>□ Noise (in environment or from equipment)</td>
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<td>□ Swimming/Snorkelling/Diving</td>
<td>□ Electricity</td>
<td>□ Confined space work</td>
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<td>□ Night time/shift work</td>
<td>□ Lasers</td>
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<td>□ Firearms/hunters</td>
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