

Your Position

Your job	Business and Technology Support Analyst Kaitātari Tautoko Pakihi me te Hangarau
Your group	Corporate Services
Your team	Business & Technology Group
Your manager	Manager Business Technology Operations
Your base	Council premises within Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

Corporate Services' purpose is:

- advice and management on everything relating to Council's financial planning, budgeting, management and reporting activities
- advice and management on procurement, the negotiation of commercial arrangements and the delivery of programmes and projects
- information technology advice and services, and other internal administrative services
- high quality customer services, including counter and call management services
- advice and management of the maintenance of Council's property assets

Your purpose

The Business & Technology Support Analyst's role is to:

- provide first level IT support to the business across a broad variety of business technologies including; mobile devices, remote access, application software (Internal and Microsoft stack), networking, printing, desktop\laptops, O365, internet support, hardware, user security and onsite support
- Update and maintain IT support knowledge base

Who you'll be working with

Your direct reports	• None
Your indirect reports	• None
External people and groups	• Government, public organisations and business • Members of the public and community organisations • Other local authorities • Contractors, consultants and suppliers • Industry groups
Internal people and groups	• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	• Serve as the first point of contact for staff seeking technical assistance via phone, service request or face-to-face • Manage service requests to make sure that they are not breached and provide status on a service request to staff. • Perform remote troubleshooting through diagnostic techniques and pertinent questions • Determine the best solution based on the issue and details provided • Follow up with staff to ensure full resolution of issues • Direct unresolved issues to the next level of support personnel • Provide accurate information on IT products or services • Identify and suggest possible improvements on procedures • Train other staff members on troubleshooting and diagnosing issues • Installing and configuring computer hardware, software, systems, networks, printers and scanners • Issue and configure mobile devices • Setting up accounts for new users • Repairing and replacing equipment as necessary • Testing new technology • Liaise with third party vendors for support • Maintain an application register, ensuring it is updated regularly • Maintain IT hardware register, ensuring it is kept up to date • Maintain a vendor contact register, ensuring it is updated regularly • Actively promote IT systems, standards, policies and services • Comply with organisational policies, standards and procedures where appropriate • Provide assistance and facilitate training, where required, to in-house system user • Management of council's infrastructure applications (e.g. Active Directory, Exchange, etc.) • Participate in civil defence and emergency management tasks as required • Other duties or tasks to assist the Business Technology Department as necessary
Relationship Management	• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive • Represent Council and the Corporate Services Group at appropriate conferences, seminars and other events
Corporate Responsibilities	• Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	• Relevant tertiary qualification or minimum of 5 years IT support experience • Strong communication and relationship management skills to communicate with other staff to discuss business issues of a wider and/or business unit nature • A strong customer service and delivery orientation • Demonstrated experience in having a customer centric approach • An effective style in dealing with customers both internal and external to the team • Working knowledge of ITIL • Self-motivated, enthusiastic, committed and able to work under pressure and with minimal supervision • Ability to prioritise own workload, as well as being a reliable and flexible team player • Willing and able to share knowledge and train others • Essential Technical Knowledge we are looking for; ○ MS Windows 11 (installation/configuration/support) ○ MS Windows Server 2019 onwards (user level administration) ○ Active Directory ○ Intune ○ MS Office applications (installation/configuration/support) ○ Knowledge of MS Exchange 2013 and O365 (mailbox level administration) ○ MS Teams • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues.
It'd be great if you also have:	• Exposure to MS Azure and Office365 • Familiarity with the Local Government Act 2002 and other relevant legislation • Experience working in shared service environments • ITIL Certification • Previous Council experience

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Porirua City Council supports an inclusive and welcoming environment and is a member of Te Urū Tāngata, Centre for Workplace Inclusion.