

Position Description

IT Support Engineer

Title:

IT Support Engineer

Purpose of Role:

The purpose of this role is to provide 2nd level technical and administrative support of ICT functions to all facets of the Tatua Co-operative Dairy Company.

Reporting Relationships:

Reports to:

IT System Administrator

Direct Reports:

None

Key Relationships:

Service Desk Analysts, Infrastructure Engineers, ICT Security & Infrastructure Manager, all Tatua technology partners and external vendors

Authorities & Financial Responsibilities:

Nil

Key Responsibilities:

- To be a key team member of the ICT Infrastructure team and the wider ICT team working closely together to achieve the ICT strategies which align with and enable company objectives to be achieved.
- To have a good understanding of business processes and related systems to better understand how Tatua's ICT infrastructure and systems enable and impact daily operations of the company.
- To support Tatua's ICT systems and infrastructure, assets, enterprise software and 3rd party applications, including telecommunications.
- To support Tatua network users with issue resolution and training.
- To administer system user accounts while ensuring security or business processes/business rules are not compromised.
- To ensure that all measures are undertaken and best practices are followed to protect Tatua's network, systems, ICT assets, users and data from loss and/or damage caused by deliberate malicious activities.
- To escalate and manage escalation of any technical issues to external support parties and/or product vendors, when required.
- To ensure that all relevant documentation is up to date and accurate.
- To assist with support of ICT projects, and non-ICT projects which require Tatua's ICT infrastructure.
- To build/maintain professional relationships with the wider business to ensure the communication lines are open and effective.
- To maintain relationships with key system experts and vendors.



Key Result Areas (KRAs):

KRAs:	Measures:
Service Desk	<ul style="list-style-type: none"> • Provide level 2 ICT support for the business • Ensure the ICT service desk jobs are completed in a timely manner and escalated quickly (if required). • Monitor progress of issues escalated to external suppliers to achieve earliest possible resolution and communicate back to the business as required. • Responsible for timely deployment of approved devices and applications to end users • Responsible for maintaining a high standard of documentation for systems and processes • Responsible for processing change control and remote access requests from vendors. • Assist the IT Systems administrator with the management of Tatua's ICT facilities. • Procurement of goods and services for the business as instructed by the IT Systems administrator • Ensure accuracy, quality and timeliness of data when interacting with systems such as ERP and the Service Desk tool
ICT Engineering	<ul style="list-style-type: none"> • Assist Systems Engineers with administration of servers, as required. • Assist with the testing and deployment of updates. • Assist with deployment of Windows desktops and desktop applications • Assist with administration of all PCs and users using central management, i.e. Intune • Assist with the administration of Tatua's systems for which the Infrastructure team is responsible.
Self-Management	<ul style="list-style-type: none"> • Be an active and positive ICT Infrastructure team member <ul style="list-style-type: none"> ○ Providing input and feedback on current issues/projects ○ Ensuring deadlines and milestones are being achieved ○ Highlighting opportunities for improvement across the business and within the ICT Infrastructure team • Actively achieve agreed objectives • Identify key areas you wish to personally develop and work with the IT Systems administrator to build a Development plan. • Be available for regular one on one catch-ups/reviews
Relationships - ICT	<ul style="list-style-type: none"> • Work closely with the wider ICT team to ensure we (ICT) are aligned and functioning well as a whole. • Work closely with the Systems Engineers to ensure smooth operation of Tatua's network and associated infrastructure, as well as ensuring an outstanding user experience for end users.
Relationships - Business	<ul style="list-style-type: none"> • Support the IT Systems administrator in providing updates to the business to ensure the wider business is aware of ICT related issues and their status. • Always available to the business to discuss progress of their issues/requests and/or new issues/requests.
Relationships - External	<ul style="list-style-type: none"> • Build and maintain relationships with relevant suppliers and contractors where applicable.

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Continuous improvement	<ul style="list-style-type: none">Contribute to process improvement and other initiatives which help the Infrastructure team/wider IT function improve and deliver more value to Tātua.
Other tasks	<ul style="list-style-type: none">As directed by IT Systems administrator
Health & Safety	<ul style="list-style-type: none">Undertake all work in a safe manner and follow all company and workplace health and safety proceduresIdentify new hazards and advise manager or workplace H&S representative/coordinator within 24 hours of identification (or earlier if required)Accurately report incidents and accidents to manager or workplace H&S representative/coordinator as soon as possible

General

- To follow any lawful or reasonable instruction made by the employer
- To exercise skill and care; and to provide a safe place of work, free of hazards
- To be present at work; and to work faithfully and honestly

Key Skills / Knowledge / Experience Required

- Excellent interpersonal skills and empathy for system users
- Ability to work well as a team as well as work on their own.
- Excellent written and verbal communication skills
- Excellent attention to detail
- Excellent time management and the ability to prioritise multiple workload streams
- Be an analytical and lateral thinker with approaches to problem solving; technically inquisitive
- Able to recognise when an issue should be escalated.
- Composure in high-pressure situations
- Receiving and managing service desk requests, incidents and problems
- Remote user support technologies
- Excellent Windows desktop support skills
- Telecommunication moves, add and changes for cellular and desktop phones
- Understanding of Windows servers, server features and applications
- Cybersecurity aware

Essential Qualifications and Experience Required:

- IT related tertiary qualification
- Microsoft 365 qualification
- Microsoft MCSE qualification or equivalent work experience
- Minimum of 3 years' related experience in a structured Service Desk environment.
- Demonstrated understanding of fundamental networking concepts

Desirable Qualifications and Professional Memberships:

- Vendor-specific certification, i.e. Cisco, Microsoft,
- HP desktop/notebook and/or server certified engineer
- ITIL



Position Description

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EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE

This Position Description is a working document subject to review and change as required by Management

Office Use Only

Know-How		Problem Solving			Accountability		Total Points	Profile
Slot	Pts	Slot	(%)	Pts	Slot	Pts		
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