# *Position Description*

# *2nd Line Support Specialist – Corporate & Business*

| | |
|---|---|
| **Reports to** | Business Solutions Manager |
| **Leadership Level** | |
| **Function** | IT |

**Purpose of Role:**

To provide onsite second-line technology support to Tatua's corporate and commercial functions; resolving incidents, requests and fixes for business applications and data across Sales & Marketing, Finance, Co-operative Affairs, R&D, International Trade and People & Capability. This is a business continuity and support role focused on keeping corporate and commercial users productive.

**Status:** New position; vacant

**Key Relationships:**
**Internal:** IT Service Management · End User Compute & Service Integration ×2 · 2nd Line Support Specialist (Operations) · IT Infrastructure & Networks Lead · Cyber Security Analyst · Senior BA (S&M, R&D/PLM, Finance & P&C) · BA – CRM & Marketing SME · ERP & Integration Lead · Analytics & Data Lead team · Sales & Marketing, Finance, Co-operative Affairs, R&D, International Trade and People & Capability teams
**External:** Spark (first line) · DSL (monitoring) · Application and hardware vendors

| **Authorities & Financial Responsibilities:** | |
|---|---|
| **Authority** | • As delegated by IT Service Management.<br>• Dollar dimensions: N/A. No independent financial authority.<br>• Authorised to perform routine data corrections, reprocessing and configuration fixes within defined change controls. |

**Key Responsibilities:**

**Incident & Request Resolution**
- Resolve second-line incidents and service requests for corporate and commercial applications, data, devices, collaboration tooling and access.
- Take triage and escalation from Spark and DSL; own resolution through to confirmed closure.

**Business Application & Data Support**
- Provide second-line support for ERP, CRM, trade and export systems, finance, people and R&D/Product Lifecycle Management (PLM) applications.
- Perform routine data corrections, reprocessing and configuration fixes within defined change controls.
- Recognise where a request is in fact a change or enhancement, and route it through the relevant Senior Business Analyst and the ITPMO rather than absorbing it as support.

**End-User Experience & Onsite Presence**
- Provide responsive onsite support across corporate areas.
- Support onboarding, offboarding, device provisioning and access changes.
- Provide backup to End User Compute & Service Integration during peak demand or absence.

**Third-Line Coordination**
- Coordinate escalation to platform specialists, the data team and vendors; drive resolution on behalf of the business.

| |
|---|
| **Service Management Discipline**<br>• Log all work in ManageEngine with accurate records and resolution notes.<br>• Ensure tickets are updated regularly to keep users informed of progress and current status.<br>• Build knowledge articles; identify recurring issues for problem management.<br>• Maintain asset, licence and configuration accuracy. |
| **Security, Privacy & Information Handling**<br>• Apply access, identity and data handling controls correctly; escalate suspected security or privacy incidents immediately.<br>• Exercise particular care with customer, farmer-supplier, commercial, intellectual property and personal information. |
| **Self-Management**<br>• Be an active team member; prioritise effectively under competing demand.<br>• Achieve agreed objectives; maintain a personal development plan; participate in one-on-one reviews. |
| **Health and Safety**<br>• Undertake all work in a safe manner and follow all health, safety and food safety procedures.<br>• Identify and report hazards within 24 hours.<br>• Report incidents and accidents as soon as possible. |
| **General**<br>• Follow all lawful and reasonable instructions.<br>• Be present at work and work faithfully and honestly.<br>• Support Tatua's values and strategic objectives. |

**Key Result Areas (KRAs):**

| KRAs: | Measures: |
|---|---|
| Incident & Request Resolution | Second-line resolution rate; service level attainment; reduced escalation to platform specialists and the data team. |
| Business Application & Data Support | Application issues resolved accurately within change controls; correct routing of change and enhancement demand. |
| End-User Experience | Corporate and commercial stakeholder satisfaction; onboarding and offboarding delivered to schedule; effective backup provided to end-user compute. |
| Service Management Discipline | All work logged in ManageEngine; records accurate; knowledge base contributions; recurring issues raised for problem management. |
| Security, Privacy & Information Handling | Access and identity controls applied correctly; suspected incidents escalated immediately; no avoidable privacy or information handling breaches. |
| Self-Management | Deadlines met; agreed objectives achieved; development plan maintained; one-on-one reviews attended. |
| Health and Safety | All procedures followed; hazards reported within 24 hours; incidents and accidents reported promptly. |
| General | Lawful instructions followed; attendance and reliability; demonstrated support for Tatua's values. |

**Key Skills / Knowledge / Experience Required:**

- Minimum 4 years in IT support with demonstrable second-line capability.

- Strong Microsoft 365, Windows, identity and access, and endpoint support.
- Business application support experience; basic SQL and data investigation capability.
- Excellent customer service and communication with non-technical users.
- Structured troubleshooting and the ability to prioritise under competing demand.
- Able to work onsite.
- **Desirable:** ERP support experience, JD Edwards desirable, and/or CRM support; finance or commercial process literacy; ITIL Foundation knowledge; reporting or Power BI support exposure; dairy, food or FMCG sector experience.

**Desirable Qualifications:**

- Relevant tertiary qualification or industry certification in information technology.
- ITIL Foundation.

**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 | | |
| | | | ( ) | | | | | |