



## **WAIRARAPA DISTRICT HEALTH BOARD**

### **Terms & Conditions**

#### **DESKTOP SUPPORT ENGINEER 3DHB ICT**

**VACANCY REF # 4159103**

#### **GENERAL**

Applications are invited for the above position which will be based at Wairarapa DHB, Te Ore Ore Road, Masterton. Wairarapa District Health Board employs approximately 650 staff and manages \$135 million of Health Services funding.

#### **AGREEMENT COVERAGE**

An individual employment agreement will be negotiated with the successful applicant.

#### **SALARY**

Commencing salary will be negotiated, based on the appointee's knowledge, skills and qualifications. All salary and allowance payments will be made by direct credit to the bank account of the appointee's choice.

#### **JOB DESCRIPTION**

As attached.

#### **HOURS OF WORK**

This is a permanent full time position, working 80 hours per fortnight, Monday to Friday.

#### **LEAVE**

Annual leave, sick leave and other leave entitlements are in accordance with the Individual or Collective Employment Agreement, the Holidays Act 2003 and Wairarapa District Health Boards Leave Policy. Annual leave does not become due until one years' service has been completed. Accumulation of annual leave may not exceed two years entitlement without the prior approval of the Chief Executive.

#### **NATURE AND TENURE OF APPOINTMENT**

This appointment is governed by the conditions contained in this schedule, Wairarapa District Health Boards policies and appropriate legislation. Acceptance of this position will be deemed to imply acceptance of all the various terms and conditions listed.

This appointment is permanent but may be terminated by 4 weeks' notice in writing by either party. In the event of the appointee being guilty of conduct unbecoming to the position; or unable to discharge their duties; or wilfully neglecting to observe the terms of the agreement the appointment may be summarily terminated forthwith.

#### **ALTERATIONS**

The Chief Executive reserves the right to negotiate changes to the conditions of appointment and job description as set out as circumstances may require.

**SMOKEFREE POLICY**

The appointee must observe Wairarapa District Health Board's policy on no smoking on the Wairarapa District Health Board's premises and in their vehicles.

**TREATY OF WAITANGI**

The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

**EQUAL EMPLOYMENT OPPORTUNITIES**

Wairarapa District Health Board practices an equal employment opportunities programme.

**MEDICAL EXAMINATION**

The appointee may be required to undertake a medical examination, the appointment being dependent on a favourable report.

**POLICE CHECK**

The appointee will be required to complete a Request for Criminal Conviction History. The Wairarapa District Health Board reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work terminate employment, if any adverse information arises out of this check.

**APPLICATIONS**

To apply for this role, please visit [www.wairarapadhbjobs.co.nz](http://www.wairarapadhbjobs.co.nz) where you can also obtain a copy of the job description for this role.

Referees reports obtained or provided are subject to Section 27(1) of the Official Information Act 1982 and Section 29(1)(b) of the Privacy Act 1993 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in Wairarapa District Health Board's appointment and review procedures.

**CLOSING DATE: 4pm, Thursday 31<sup>st</sup> May 2018**

For more information please contact Colin Gwilliam, Team Leader 3DHB ICT Desktop Services on (027) 583-0119.



## Role Description

**Position:** 3DHB ICT Desktop Support Engineer

**Reporting Line to:** Team Leader, Desktop Services

**Location:** The primary base can be at Wairarapa, Hutt Valley or Wellington. As this role supports 3DHBs, travel to each site within the sub-region will be on an as required basis.

## Organisational Context

The Vision, Mission statements and Values of the 3 DHBs are highly congruent:

Wairarapa DHB Vision:	"Well Wairarapa - Better health for all"
Hutt Valley DHB Vision:	Whanau Ora ki te Awakairangi Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.
Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities

Wairarapa DHB Mission:	To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices
Hutt Valley DHB Mission:	Working together for health and wellbeing Our mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working. This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District

Wairarapa DHB Values:	Respect – whakamana tangata; integrity – mana tu; self- determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.
Hutt Valley DHB Values:	‘Can do’ – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence
Capital & Coast DHB Values:	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency

## Context

### Wairarapa DHB

Wairarapa District Health Board (Wairarapa DHB) is a hospital and health provider located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital (2006) in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

### Hutt Valley DHB

The Hutt Valley District Health Board (HVDHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington.

Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services alongside community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds and Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

### Capital and Coast DHB

The Capital and Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Community Hospital, as well as a number of community based mental health and renal services within the sub region. The total operating budget for the provider arm is approximately \$570M.

### **Directorate Perspective**

3DHB Corporate Group provides corporate support services across the 3 DHB's, Wairarapa, Hutt Valley and Capital and Coast district health boards. It includes finance, HR information management systems including payroll services, information communication technology (3DHB ICT), procurement and supply chain/logistical services and 3DHB facilities and engineering management services.

3DHB Corporate Services are critical enablers to the DHBs and pivotal to the success of 3DHB goals.

### **Service / Department Perspective**

While each of the 3 DHBs is fundamentally different in size and complexity from an ICT perspective, there are common activities that occur irrespective of size. ICT is a critical enabler to the each DHB and is viewed as pivotal to the success of many of the strategic plans and change that is ahead.

The 3DHB ICT team is accountable for managing the delivery of full scale solutions within the customer environment or simple remote hosted solutions that are accessed by users via a variety of means. The scope of solutions supported by the 3DHB ICT team includes significant clinical, administrative and corporate systems across the service models.

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### **Role Purpose**

The core purpose of the 3DHB ICT Desktop Service Engineer is to provide technical field support for 3DHB ICT customers in order to enable them to effectively and efficiently utilise the fleet of hardware including desktop and laptop computers, printers, telephones, and associated equipment and software provided and or supported by 3DHB ICT.

This role has a strong technical as well as Customer Service responsibility, with a high level of direct customer contact and communication.

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## Key Accountabilities

<b>Key Accountability</b>	<b>Deliverables / Outcomes</b>	<b>Key Performance Indicators / Measures</b>
<b>Field Support</b>	<ul style="list-style-type: none"> <li>• Hardware and software resources are built to agreed standards.</li> <li>• Documentation of supplied services is kept up-to-date and available.</li> <li>• Incidents and requests for service are updated, managed and resolved in a timely manner.</li> <li>• Improvements and maintenance are implemented in collaboration with other ICT Infrastructure and associated staff.</li> <li>• Participating in afterhours and on-call support as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware and software resources are delivered on time and fit for purpose.</li> <li>• There is effective analysis and resolution of problems and deficiencies.</li> <li>• Problem resolution is documented and used as a basis for quality improvement activities.</li> <li>• Feedback from customers (CCDHB Staff), project managers, peers and external agencies confirms that networks and working relationships are effective.</li> <li>• Compliance with quality standards, best practice principles and key performance indicators relevant to the Infrastructure Team.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Contribute to ensuring the team meets the service requirements of DHB customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is monitored appropriately and managed thru to resolution.</li> <li>• Provides services in a respectful and responsive manner.</li> <li>• Delivers services accurately and in the time agreed.</li> <li>• Establishes and maintains effective contacts with customers.</li> <li>• Follows through on commitments.</li> <li>• Suggests ways to improve processes to fulfil customer needs.</li> <li>• Understands health professionals and the environment in which they work.</li> </ul>
<b>Asset Management</b>	<ul style="list-style-type: none"> <li>• Ensure assets used within role are tracked and accounted for to achieve a high level of accuracy around asset location.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality of asset information in tickets is judged as accurate and complete to satisfaction of Desktop</li> </ul>

	<ul style="list-style-type: none"> <li>• Policy and procedures for IT Asset Management are followed.</li> </ul>	<p>Services Team Leader.</p> <ul style="list-style-type: none"> <li>• No issues around handling of assets to the satisfaction of Desktop Team Leader.</li> <li>• IT Asset policies and procedures are adhered to as judged by Desktop Team Leader.</li> </ul>
<b>Team work</b>	<ul style="list-style-type: none"> <li>• Team members contribute equally to the team based on their skills and experience.</li> <li>• Standards and principles agreed by the team are respected and adhered to.</li> <li>• New and less experienced team members are tutored and mentored.</li> <li>• Oral and written communication is clear and unambiguous in order to enable transfer of skills and knowledge within the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Processes and procedures appropriate to the role are documented and peer reviewed by other team members.</li> <li>• Feedback from Team Leader indicates satisfaction with contribution to the team.</li> <li>• Feedback from other team members indicates satisfaction with contribution to the team.</li> </ul>
<b>Quality and Risk Management</b>	<ul style="list-style-type: none"> <li>• Monitors quality of services and outputs of team and takes corrective action where appropriate.</li> <li>• Ensure appropriate risk management and assurance processes and policies are in place and operational.</li> <li>• Ensure that risks are identified, communicated and managed effectively, and all policies/procedures are adhered to.</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive risk management plan is in places for assigned risks and issues.</li> <li>• Quality standards are set and internal and external standards are adhered to.</li> <li>• Independent audit reports are favourable.</li> </ul>
<b>Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Complies with responsibilities under the Health &amp; Safety in Employment Act 1992</li> <li>• Safety Management <ul style="list-style-type: none"> <li>- proactive Health &amp; Safety systems are in place</li> </ul> </li> <li>• Injury Management <ul style="list-style-type: none"> <li>- reactive safety management systems are in place</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Has read and understood the Health &amp; Safety policy and procedures.</li> <li>• Actively supports and complies with Health &amp; Safety policy and procedures.</li> <li>• Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> <li>• Hazard registers are complete and reviewed 6 monthly in consultation with staff.</li> <li>• H&amp;S objectives are specific, measureable, achievable, realistic and time-framed and set as part of the service planning cycle and reviewed annually in consultation with staff.</li> </ul>

		<ul style="list-style-type: none"><li>• All new staff undergo pre-employment screening.</li><li>• All staff have completed H&amp;S orientation (questionnaire repeated annually) and know what to do in the event of an injury which occurred at work.</li><li>• An Initial Needs Assessment (INA) is completed within 48 hrs of staff work injury notification.</li><li>• Weekly monitoring is carried out with staff away from work with an injury.</li><li>• A reportable event and review is completed for work accidents.</li></ul>
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## Key Relationships & Authorities

	<p><b>Reports to:</b></p> <p>Team Leader, Desktop Services</p>	
<p><b>Key relationships within the directorate</b></p> <ul style="list-style-type: none"> <li>ICT Staff</li> </ul>	<p><b>Desktop Service Engineer</b></p>	<p><b>Key relationships outside the directorate</b></p> <ul style="list-style-type: none"> <li>3DHB staff</li> </ul>
	<p><b>Has these direct reports:</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>	

## Capability Profile

### Competencies

*Solid performance in the role requires demonstration of the following competencies.*

<b>Competency</b>	<b>Behaviours</b>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers.</li> <li>• Gets first-hand customer information and uses it for improvements in products and services.</li> <li>• Acts with customers in mind.</li> <li>• Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>
<b>Drive for Results</b>	<ul style="list-style-type: none"> <li>• Uses technical knowledge and skill effectively and efficiently.</li> <li>• Owns issues and tasks through to completion.</li> <li>• Is self-motivated and strives to exceed customer expectations.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses rigorous logic and methods to solve difficult problems with effective solutions.</li> <li>• Probes relevant sources for answers.</li> <li>• Asks questions to better understand the exact nature of a problem.</li> <li>• Can articulate problem analysis effectively.</li> <li>• Looks beyond the obvious and doesn't stop at the first answers.</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>• Spends his/her time and the time of others on what's important.</li> <li>• Quickly zeroes in on the critical few and puts the trivial many aside.</li> <li>• Can quickly sense what will help or hinder in accomplishing a goal.</li> <li>• Eliminates roadblocks.</li> <li>• Creates focus.</li> </ul>
<b>Functional/Technical Skills</b>	<ul style="list-style-type: none"> <li>• Has the functional and technical knowledge and skills to do the job.</li> <li>• Seeks to fill technical knowledge gaps by referring to literature, documentation and colleagues.</li> <li>• Has an aptitude for acquiring technical skills.</li> <li>• Engages effectively in technical courses and seminars.</li> <li>• Asks questions to enhance technical skills and fill knowledge gaps.</li> </ul>
<b>Peer Relationships</b>	<ul style="list-style-type: none"> <li>• Can quickly find common ground and solve problems for the good of all.</li> <li>• Can represent his/her own interests and yet be fair to other groups.</li> <li>• Can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative.</li> <li>• Easily gains trust and support of peers.</li> <li>• Encourages collaboration.</li> </ul>
<b>Perseverance</b>	<ul style="list-style-type: none"> <li>• Owns requests and incidents through to completion.</li> <li>• Asks for assistance if required in order to gain further knowledge.</li> </ul>

<b>Partnership with Maori</b>	<ul style="list-style-type: none"> <li>• Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision.</li> <li>• Applies the notion of partnership and participation with Maori within the workplace and the wider community.</li> <li>• Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved.</li> <li>• Implements strategies that are responsive to the health needs of Maori.</li> </ul>
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### Other aspects of capability not covered by the above competencies

**a) Knowledge and Experience:**

- Practical experience with Desktop, Laptop and Apple hardware.
- Troubleshooting enterprise printer and print server queue issues.
- Basic Networking Skills including basic switch patching and management, and basic TCP/IP networking including DHCP.
- Experience of supporting mobile devices such as iPhone and Samsung handsets.

**b) Preferred Professional Qualifications / Accreditations / Registrations:**

- Technical certification to MCDST or MCITP standard.
- A+\N+ or Hardware manufacturer certification.

**c) Valuing the work:**

Someone well-suited to the role will place a high value on the following:

- Making a difference to health outcomes for New Zealanders;
- Developing people to their full potential;
- Personal and professional integrity;
- Provision of excellence leadership.

**d) Other:**

- Excellent verbal and written communication skills and proven documentation ability and experience.
- A full clean NZ driving licence.

Wairarapa, Hutt Valley and Capital and Coast District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The DHBs are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

This role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.