



Position Description – Information Support Officer

This position reports to: Information Manager

Career Level: 10

Position purpose:

As a member of the Information Management Team the Information Support Officer is responsible for the effective configuration, optimisation, and ongoing performance of Council's information management systems, with a primary focus on SharePoint as the corporate document and records management platform.

This role ensures information systems are reliable, well-governed, and fit-for-purpose, supporting modern digital ways of working and reducing reliance on operational staff for technical system issues. Due to the hands-on, system-support nature of the role, this position is primarily office based.

The key areas of responsibility include;

Information Systems Support

- Provide specialist support of Council's information management systems.
- Maintain systems in line with agreed policies and guidance.
- Monitor system performance, data integrity, and usage to identify issues and improvement opportunities or remediation.
- Escalate identified issues or risks to the Information Systems Specialist

Information Management Operations Support

- Provide operational support for Information Management services, including processing incoming and outgoing mail in accordance with established procedures.
- Manage and monitor the **LIMS** and **IM** inboxes, ensuring requests are triaged, recorded, progressed and escalated appropriately.
- Allocate and coordinate work items as directed by the Information Management Lead, including following up overdue items and escalating urgent or complex matters.
- Provide customer and internal communications support, including sending standard acknowledgements and updates using approved templates.
- Capture relevant correspondence and attachments from shared inboxes into the appropriate recordkeeping location, applying agreed naming and metadata practices.
- Provide invoice and administrative support related to IM services as required, including reconciling missing information and maintaining records of charges.
- Maintain basic process documentation (e.g., inbox/mail checklists; spreadsheet) to a high level of accuracy to support continuity and leave cover, and record recurring issues and resolutions.

SharePoint Platform Support	<ul style="list-style-type: none">• Support the implementation, configuration, and ongoing management of SharePoint as Council's primary document and records management platform.• Apply established design patterns and templates to promote consistency and usability across SharePoint sites.• Resolve assigned SharePoint configuration and platform issues within delegated authority.• Identify and escalate design issues, risks, and emerging inconsistencies to the Information Systems Specialist• Maintain documentation for SharePoint configurations, changes, and fixes to support continuity and supportability
Configuration, Optimisation & Automation	<ul style="list-style-type: none">• Configure information systems in line with approved standards and documented requirements.• Apply agreed optimisations and enhancements to improve usability and efficiency within delegated responsibility.• Support the implementation of approved automations and system changes that reduce manual effort and administrative overhead.• Maintain data quality, structure, and integrity through accurate configuration and adherence to established practices.• Identify configuration issues, limitations, or opportunities for improvement and raise these with the Information System Specialist
Digital Enablement & Modernisation	<ul style="list-style-type: none">• Support changes to digital information practices as Council modernises services and workflows.• Work collaboratively with Digital teams to implement systems and improvements. Assist in bridging the gap between operational information management needs and technical system delivery.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture	<ul style="list-style-type: none">• Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required• Stay up to date with legislation and practices as appropriate to role• Understand the intent/ethos of local government and the services provided by other parts of the Council• Stay informed of organisational activities and decisions through being attentive to communications• Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work
Performance	<ul style="list-style-type: none">• Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently• Report on progress to plan, and against own KPIs• Take an active role in own goal setting, learning and development• Correctly and appropriately use technology as required for role, including new technologies• Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment• Comply with all legislation and Council policies• Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment• Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

None

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Proven experience (3+ years) in systems administration, digital platforms or information services roles • Proven experience in Configuring system structures, Maintaining system performance and/or Troubleshooting and resolving platform issues 	<ul style="list-style-type: none"> • Experience working in a local/central government environment

Key relationships



External	Internal	Committees/groups
Council customers	Chief Executive	Committees of Council
Selwyn residents	Executive Leadership Team	Business organisations and networks
External contractors	Council staff	Special interest groups and committees
Territorial and Regional Authorities	Mayor	
Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)	Elected Councillors	
Non-government agencies	Elected Community Board Members	

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential

Desirable

Relevant tertiary qualification in Information Technology, Information Services or a related discipline or equivalent experience

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.