



Position Description – Digital Support Specialist

This position reports to: Digital Support Lead

Career Level: 13

Position purpose:

As a member of the Digital support team, the Digital Support Specialist provides reliable first and second-line technical support to ensure Council staff can effectively access and use digital tools, devices, and systems. The role is responsible for the end-to-end management of Council's device fleet and user access within Microsoft 365, supporting secure, consistent, and uninterrupted service delivery.

As Council continues to modernise its digital environment, this role ensures that foundational technology devices, accounts, and connectivity is well managed, secure, and fit for purpose, enabling staff to adopt new tools with confidence and minimising disruption to core services.

The key areas of responsibility include;

| | |
|---|---|
| End-User and Device Support | <ul style="list-style-type: none"> • Provide first and second-line support for hardware, software, and connectivity issues across Council's desktop, laptop, and mobile device fleet. • Diagnose and resolve issues with printers, peripherals, audio-visual equipment, and meeting room technology. • Escalate complex issues appropriately while ensuring timely communication and resolution. |
| Endpoint and Asset Lifecycle Management | <ul style="list-style-type: none"> • Manage the full endpoint lifecycle, including imaging, provisioning, deployment, maintenance, and retirement of devices. • Maintain accurate asset records, tracking device health, warranty status, lifecycle stage, and replacement schedules. • Support hardware refresh programmes to ensure devices remain within support and security standards |
| Account, Access, and Licensing Administration | <ul style="list-style-type: none"> • Administer user accounts, access permissions, and licence assignments within Microsoft 365 and associated platforms. • Ensure consistent, secure configuration of user access aligned with organisational policies and governance requirements. |
| Collaboration and Change Support | <ul style="list-style-type: none"> • Work closely with the wider Digital team on software rollouts, hardware deployments, and change initiatives. • Support staff through technology changes by resolving issues promptly and enabling smooth adoption of new tools. |

Documentation and Continuous Improvement

- Document known issues, fixes, and standard procedures to develop and maintain a knowledge base.
- Contribute to improved support efficiency by reducing repeat incidents and unnecessary escalation to senior technical resources.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- 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

- 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

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

| Essential | Desirable |
|--|--|
| <ul style="list-style-type: none"> • 2-4 years experience in first and second line ICT support roles and/or service desk or digital support environments • Demonstrated experience with incident and service request resolution, user onboarding and offboarding and troubleshooting hardware, software and access issues • Reliable, organised, and accountable • Adaptable and comfortable working in a changing digital environment • Committed to continuous learning and improvement • Values-driven approach aligned with public-sector expectations | <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 |
| Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) | Mayor | |
| Non-government agencies | Elected Councillors | |
| | 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 |
|---|-----------|
| <ul style="list-style-type: none"> Relevant tertiary qualification in Information Technology, Information Systems, Computer Science or Digital Technology 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.