

Job Description

My Position

Position:	Digital Support Specialist
Section:	Digital Services
Group:	Council Operations
Responsible to:	Programme Leader – Digital & Information Services Delivery
Job Purpose:	• To provide a high level of customer engagement and support for system, service and technology changes within the organisation. • To deputise for the Team Leader – Service Delivery as required. • To undertake ITIL incident and problem management response and resolution. • To ensure technology services operate effectively and that staff are supported in their use of technology. • To analyse and assess potential IS service improvements for staff.

Our Council

Our Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We free share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Council Operations Group

The Council Operations Group supports the Chief Executive in their role by providing leadership, management and service delivery in several key organisational areas: information technology, governance, enterprise risk and audit assurance, procurement, health and safety, business improvement, legal services, communications and change management, people management and wellbeing.

The Group acts as a 'centre of excellence' for cross-council functions and priorities. As deputy to the, CEO the Chief Operating Officer supports the CEO's priorities and obligations to ensure the timely implementation of Council's plans that reflect Council's policies; providing efficient and effective strategic support and leadership to Council's business operations; and to fulfil the CEO's due diligence responsibilities as an 'officer'.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
Customer Engagement and Support - Focus on what is important to our staff when using Council technology. - Ensure customer technology in meeting rooms and the Council Chamber works effectively to create great meeting experiences for staff, councillors and council visitors. - Ensure changes and improvements to technology are communicated to staff effectively. - Collaborate regularly with internal and external stakeholders to encourage the adoption of best practice processes and behaviours. - Liaise with Value Stream Analysts on service changes and improvements to ensure staff are supported through technology and system changes. - Where appropriate, provide training in the use of technology devices and systems. - Assist with developing surveys that measure customer experience improvements and effectiveness. - Deputise for the Team Leader – Service Delivery, as required. - Deputise as Change Advisory Board Manager when the Team Leader – Service Delivery is unavailable.	Customer Engagement and Support - Staff have access to and support for the technology to assist them to work effectively. - Staff and Council meetings utilise meeting room technology effectively with no issues. - Staff are supported to ensure their business processes utilise technology effectively. - Staff receive regular updates on changes and improvements to technology services. - Staff receive adequate training in the use of technology devices and services. - Staff are able to suggest and provide feedback on further technology service improvements. - The Service Desk team operates effectively, even when the Team Leader is away. - Change Advisory Board meetings are held, even when the Team Leader is away.
Service Desk Support - Assist the team or Service Desk Support Specialists to ensure they are adequately supported on the Service Desk. - Take an active role in assisting the Service Desk, including answering the phone, responding to emails in the Service Desk inbox, and recording calls and requests in the Information Technology Service Management (ITSM) system.	Service Desk Support - The team or Service Desk Support Specialists are trained and supported in Service Desk processes and policies. - Positive feedback on the job holder's service desk approach and manner is received. - Incidents and problems are managed through to resolution and escalated to the appropriate IS team member if required. - Clear, concise processes are created and communicated.

• Undertake incident and problem management processes that are followed through to effective resolution. • Deliver timely, relevant and accurate communication to all stakeholders at regular intervals throughout incident and problem management processes. • Assist with the administration and support of the councils ERP system, including ticket management and vendor liaison. • Assist with the development and delivery of training to staff when required. • Carry out inductions of new staff onto the Council Network, as required. • Assist Team Leader – Service Delivery with staff digital skills testing when required. • Assist with staff Onboarding and Offboarding as required. • Assist the Service Desk Support Specialist with implementing meeting room improvements. • Provide useful Service Delivery/IS information to staff via blogs, help and training documentation.	• ERP system support requests are recorded, managed and followed through in a timely manner, with clear communication provided to staff, the team and vendors as required. • Training is delivered to staff in a timely manner with staff being competent when training is completed. • Onboarding and Offboarding users in completed as per our council policies in a timely manner. • Chamber technology is kept up to date and appropriate support given to users of the Council Chambers. • Hardware devices are deployed to staff during the Onboarding process.
Customer Service and Delivery • Promote a 'customer first' and first contact resolution culture so that all our customers hold the Information Services Team in high regard for the way they are treated. • Maintain a high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints.	Customer Service and Delivery • Responsive to customers at 'first contact', and enquiries/requests are followed through within the agreed timeframe and in manner that promotes resolution. • There is evidence of improving customer service within the Group / Section. • Positive feedback on your service desk approach and manner is received. • Customer experience with you results in a positive or agreed outcome.

My Contribution	
Accountability • I take responsibility for my performance, decisions and actions and how these impact on others. • I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it. • I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable. • I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.	
Customer Focus • I focus on the needs of our customers and provide all of them with outstanding service. • I treat all people with respect, and I deliver on the commitments I make. • My actions are fair and build trust with my colleagues, customers and our community.	
Relationship Building • I build and maintain genuine relationships with my colleagues, customers and our community. • I actively listen to others and am supportive, friendly and helpful. • I respect all cultures and act in ways that make others feel included and valued.	
Resilience & Adaptability • I support new ways of working and am able to be flexible and calm when facing change or difficult situations. • I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work. • I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.	
Motivation & Drive • I take responsibility for my own learning and development and welcome feedback to improve my performance. • I effectively plan, manage and prioritise my work and deliver it on time.	

I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.
Collaboration & Inclusion - I actively contribute to the achievement of team goals and objectives. - I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.
Civil Defence Emergency Management - I provide assistance and support during civil defence / emergency management activities. - I participate in civil defence and emergency management training.
Working within te ao Māori - I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role. - I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role. - I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Tauihu for my role. - I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- ITIL certification.
- At least 2-3 years' experience within an IT service delivery team.
- A partial or completed tertiary qualification (Level 4 or above) in an IT based subject is an advantage.
- Local Government experience or experience in working a large organisation is desirable.
- Project administration experience is desirable.
- Experience providing training to staff is desirable.

My Personal Attributes:

- A passion for IT and customer service with excellent written and verbal communication skills.
- An active team member who gets genuine enjoyment from assisting people.
- Capability in engaging and communicating with all levels of the organisation, including senior managers.
- Adaptable to changing work requirements.
- Well organised and can multitask.
- Proactive and able to identify gaps and build robust solutions as needed.
- Enthusiastic, methodical, dependable.
- Collaborative approach to problem solving.
- Embraces change and excited about technology.
- Enthusiastic customer service professional.

My Agreement

My Name:

My Signature:

Date: