

JOB DESCRIPTION

Job Title	Digital Learning and Service Desk Lead
Position Status	Permanent, Full time
Business Unit & Team	Strategic Improvement, Information & Systems
Reports to	Manager, Information and Systems
Direct Reports	N/A
Base Location	Mangawhai/Dargaville
Salary Grade	Grade 12
Delegations	See Delegations Register
Key Internal and External Partners/Customers	Council staff, Information Services team, contractors, service providers

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans and support them to achieve their own. We love what we do and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (teamwork), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

The Digital Learning & Service Desk Lead is responsible for building digital capability, confidence and technology adoption across Council through the design, delivery and evaluation of learning programmes, training resources and digital enablement initiatives that support the successful use of Microsoft 365 technologies, workplace systems and approved AI-enabled tools.

Working closely with Information Services, leaders, project teams and end users, the role develops and delivers practical learning solutions, provides advice on digital adoption and capability, and contributes to improving organisational digital maturity, staff self-sufficiency and the value realised from across Council.

The role also provides responsive first-line service desk support, using service desk trends, user feedback and recurring issues to improve self-service resources, strengthen digital confidence and support more efficient ways of working across Council.



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

Digital Learning & Capability Development	• Design, evaluate, coordinate and deliver digital learning programmes that improve staff capability, confidence and self-sufficiency in the use of technology. • Develop and maintain training materials, user guides, knowledge articles, quick-reference resources and self-service support content. • Facilitate training sessions, workshops, drop-in clinics and one-on-one coaching to support effective use of Council technologies. • Support onboarding and induction activities by providing technology orientation, training and learning resources for new employees. • Gather feedback on learning activities and continuously improve training content and delivery methods. • Assess organisational digital capability needs and recommend learning and adoption approaches that improve digital maturity and staff self-sufficiency.
Microsoft 365, AI & Digital Adoption	• Promote and support effective use of Microsoft 365 applications, including Teams, SharePoint, OneDrive, Outlook and other approved productivity tools. • Provide practical guidance on digital ways of working that enhance collaboration, productivity and information sharing. • Support staff to effectively and responsibly use approved AI-enabled technologies, including Microsoft Copilot. • Assess barriers to digital adoption and identify opportunities to increase technology utilisation, collaboration, and staff self-sufficiency through improved use of technology and self-service resources.
Service Desk & User Support	• Provide responsive first-line service desk support and triage for Information Services requests and incidents. • Log, categorise, prioritise and manage requests through the service desk platform. • Resolve routine user issues and coordinate escalation of technical or specialised requests as appropriate. • Manage user administration activities, including account management and access requests, in accordance with Council policies and security requirements. • Assist staff with the effective use of Council systems, devices and technology. • Analyse recurring user issues and support trends to identify root causes and recommend improvements to systems, processes, knowledge resources and learning programmes.
Knowledge Management & User Resources	• Maintain and improve the Information Services knowledge base and self-service and support resources. • Ensure user documentation and learning resources remain current, accurate and accessible. • Promote self-service support channels and resources across the organisation. • Translate technical concepts into practical, plain-language guidance that helps staff use digital tools safely, securely and effectively.
Continuous Improvement & Coordination	• Identify and implement workflow, automation and process improvement initiatives that improve service delivery, user experience and operational efficiency. • Coordinate Information Services purchase orders and maintain associated records.



	- Contribute to the ongoing improvement of user experience, service delivery and digital capability across Council. - Support the design, testing and implementation of automation initiatives, including Flowingly, Power Automate and Microsoft 365.
Digital Adoption, Change and Project Support	- Coordinate Information Services change initiatives and digital enablement activities across the organisation. - Contribute specialist digital enablement advice and support for Information Services, activities, projects and initiatives. - Support Information Services procurement and administration activities in accordance with organisational policies and procedures. - Build effective relationships with leaders, project teams and end users to provide trusted advice and practical support on learning requirements, digital capability and adoption.

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing	- Take care of your own health, safety and wellbeing and that of others affected by your work. - Ensure prompt reporting of all Health and Safety hazards or incidents.
Professional Development	- Participate in monthly and yearly roadmap planning and chats with your manager - Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. - Complete annual mandatory learning.
Other Organisational Responsibilities	- Provide CORE customer experience (connected, open, reliable and easy). - Champion our values. - Adhere to our ways of working (WoW). - Observe KDC policies, procedures and guidelines. - Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice. - Maintain records in compliance with the Public Records Act 2005. - Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required. - Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies. - Other tasks and/or projects as assigned.

COMPETENCIES

Leader of Self - Work Together - Deliver Results - Embrace Innovation and Change - Customer Experience Excellence	
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Whakauete
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahī
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

- Informed Decision Making
- Effective Communication

SUCCESS PROFILE

Qualifications & Experience

Essential:

- 3 years' experience in learning and development, training coordination, digital enablement, technology adoption, business systems support or a related role.
- Experience designing and delivering training programmes and learning activities, including developing learning resources, and supporting documentation.
- Experience supporting end-users in a customer-focused environment using service desk, ticketing or request management systems.
- Working knowledge of Microsoft 365 applications, including Outlook, Teams, SharePoint and OneDrive.

Desirable:

- Relevant qualification or certification in IT, Learning & Development, Adult Education, Business Systems or a related field.
- Experience administering Microsoft 365 users, permissions and access requests.
- Experience supporting the adoption of new technologies, digital tools or organisational change initiatives.
- Experience with Microsoft Copilot, AI-enabled productivity tools or emerging technologies, and workflow automation tools such as Power Automate or Flowingly.

Role Specific Skills & Attributes

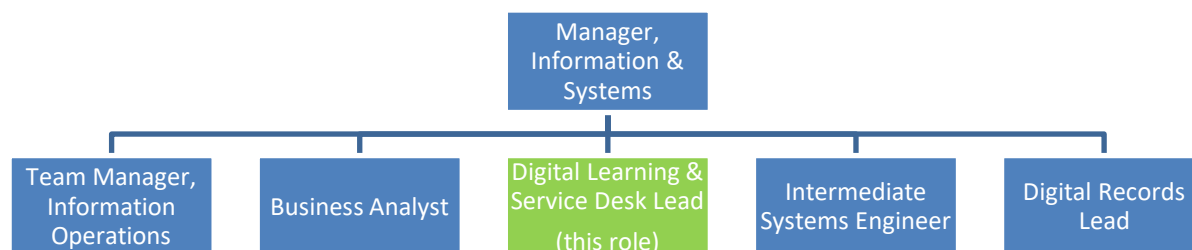
- Strong facilitation and presentation skills with the confidence to deliver training to individuals and groups.
- Ability to create clear, engaging and easy-to-follow learning resources and user documentation.
- Ability to analyse user needs, evaluate adoption challenges and recommend practical solutions that improve digital capability and service delivery.
- Ability to explain technical concepts and processes in a clear, practical and user-friendly manner.
- Strong digital literacy skills and the ability to quickly learn new systems and technologies.
- Excellent customer service skills with a friendly, approachable and supportive style.
- Strong written and verbal communication skills.
- Good organisation and time management skills, with ability to balance multiple priorities.
- Strong attention to detail and accuracy.
- Proactive and adaptable, with a willingness to continuously learn and improve.
- Patient and supportive approach when assisting staff with varying levels of digital confidence and capability.

Other Role Requirements

This role requires:

- regular travel across the Kaipara region
- a full, clean NZ Driver Licence

ORGANISATION CHART



Whakāute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahī
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY