

HŌHEPA HAWKES BAY JOB DESCRIPTION

Responsible to:	ICT Manager
Functional Relationships:	Members of the ICT, Administration, Executive and Leadership Teams; all managers, staff and volunteers; people supported by Hohepa; professional relationships with suppliers and support providers etc.
Location:	Based at Hohepa Hawke's Bays Clive site; the role will include frequent and regular travel to other Hohepa Hawke's Bay sites and in the local area.

SCOPE OF RESPONSIBILITIES

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

The overall aim of the service teams based in Clive are to support service delivery. The lean Information & Communication Technology Team (ICT) supports the tools for communication, provides ready access to information and improve processes digitally. The Senior Systems and Support Engineer will focus on desktop support, user management, monitoring of networks, Office365 admin and application support.

The role has access to sensitive and confidential information and so a commitment to respecting confidentiality and privacy is of paramount importance.

PRIMARY OBJECTIVES OF THE POSITION

- To contribute to Hohepa Hawke's Bay's mission by providing a professional and supportive ICT service.
- To play a full role as part of the service, demonstrating integrity, professionalism and respect.
- To understand and maintain confidentiality and the security of personal and commercially sensitive information.
- To facilitate and encourage the use of technology and digital solutions.

KEY RESULT AREAS

IT Systems and Support

Key Accountabilities	Key Performance Indicators
<ul style="list-style-type: none">• SharePoint administration.• Desktop Support• Training and Education for staff where necessary.• Monitoring networks• User management• Office 365 administration and application support.• Network Administration including<ul style="list-style-type: none">○ LAN○ WAN○ Cloud	<ul style="list-style-type: none">• Install, configure, test and maintain operating systems, application software and system management tools• Proactively carrying out monitoring, upgrades and regular maintenance of endpoints across the organisation.• Proactively ensure the highest levels of systems and infrastructure availability• Participate in the design of information and operational support systems• Provide Level 2 support• Elevating jobs to Level 3 when necessary• Liaise with vendors and other IT personnel for problem resolution• Mobile device configuration and deployment• WAP set up and troubleshooting•

General duties and responsibilities

- Ensure that all personal and business information remains strictly confidential and is disclosed only to people with a legitimate right to access the information; act at all times within privacy legislation and Hohepa policies.
- Work within Health & Safety policies and standards at all times; role model Health & Safety standards; ensure own safety and that of others.
- Reflect on own performance; identify learning needs and take proactive steps to develop skills and learn new ways to work effectively.
- Demonstrate initiative; share ideas to develop and enhance systems, and maximise efficiencies.
- Any other duties related to the job purpose, as requested by the ICT Manager.

PERSON SPECIFICATION

To take on this role you need to be able to demonstrate you can meet the following requirements

Essential experience, knowledge and skills

- Experience and skills in:
 - SharePoint administration.
 - Maintaining user management systems.
 - Office 365 administration.
 - Office 365 application support.
 - Microsoft Power platform familiarity
 - Hardware support.
 - Desktop user support.
 - Mobile device support
 - Printer support.
 - Maintaining documentation.
- Knowledge of PABX and VOIP systems, including managing systems and troubleshooting.
- Networking knowledge and familiarity with wireless networking solutions.

Interpersonal skills

- Highly flexible, adaptable and responsive; willing to take on and prioritise whatever task is required, to meet the needs of people and work objectives. This means you will be equally happy to contribute to development projects or crawl around dealing with cabling!
- Passionate about technology and business solutions, willing to share your knowledge, experience and expertise, to assist us in enabling good lives for the people Hohepa supports.
- Good communication skills, able to communicate with technology end-users (which can include people Hohepa supports and staff) in a way that is respectful and appropriate.
- Able to learn quickly, willing to ask questions!
- Proactive and self-motivated, with a 'can do' attitude.
- A good team player: adaptable and receptive to new ideas; willing and able to adjust to changing demands and circumstances.

Personal qualities

- Demonstrates personal qualities of integrity, trustworthiness and the ability to reflect on own behaviours, performance and motivation
- Able to remain calm, objective and in control in stressful situations, and maintain stable performance under pressure
- Consistently follows through to ensure tasks are completed; takes ownership of tasks and remains accountable.

Anthroposophy (Rudolf Steiner Principles & Teachings)

Willing to work within the principles and practices of anthroposophy as they apply to work in the IT team; this includes respect for the uniqueness of each individual.

General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a Police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand and agree to provide documentary proof (e.g. through a birth certificate or passport).

Smoking, Drugs and Alcohol:

All Hōhepa facilities and grounds, and all Hōhepa vehicles, are smoke-free environments. If you accept employment with us you guarantee that you **will not smoke** (even during break times) on our premises / in vehicles at any time.

This is a **safety-critical role**. You must agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); the way this is assessed is that a drug test would be negative. You must consent to pre-employment testing, then random testing if you are employed.

Review of job description:

As with all Hōhepa job descriptions ("JD"), the contents of this JD will be kept under review and will be subject to change in the light of experience. Any substantial changes will be discussed with you before being implemented; however, you are required to work flexibly and accept that any JD is an indicator only – you agree to any reasonable duties that are asked of you.

Hours of work:

Hōhepa Hawke's Bay is a 24-hour 365 days per year operation; the office team operates standard business hours, Monday – Friday. This position is for up to 40 hours per week; hours of work will normally average 8 hours per day with an unpaid lunch break (eg 8.30 – 5.00) although flexibility will be available and expected; 'unsocial' hours may be required at times (to attend functions or support events) – time in lieu would be made available.

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