IT Support Analyst

To provide first level support for the operation of IT resources within GNS Science. Responsible for conducting the monitoring, maintenance, and expansion of the GNS IT systems and infrastructure, ensuring their integrity, security and high availability to users. Effective contribution to the GNS IS team by providing a high standard of customer support. A focus on IT service desk support to GNS Science is key in this role.

Reports to:	Service Desk Team Leader
Department:	Information Services and Technology
Group:	Business Services
Tenure:	Permanent
Location:	Avalon
Direct reports:	Nil
Budget:	Nil
Career Path:	Specialist
Job Family:	Operations, Data and Technology
Career Step:	4
Date:	February 2022

Position priorities and responsibilities

Fault and Service Requests

- Acknowledge all incoming support queries to the Help Desk
- Assist with the provision of 1st and 2nd level IT support, including installation, maintenance and troubleshooting of PC equipment, peripherals and software based on work requests or faults reported to the helpdesk, escalating all other requests to appropriate IT staff for further action
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- Assist with the maintenance and administration of all pool equipment that IS provide to GNS staff
- Assist with the management of user accounts and associated permissions including data issues (space, privileges, access to software licences, etc)
- Assist with the deployment of new and replacement desktop machines as part of providing the core computing platform
- Undertake projects for your manager as and when required

User Assistance and Education

- Instruct and coach new employees about effective use of software, technology systems, and telecommunications equipment including computers, printers, phones, and video conferencing as part of their induction process
- Day to day, provide helpful, friendly and professional advice and assistance to users, enabling efficient use of the computing resources for which you are responsible
- Provide education on the use of GNS's computing facilities

Administration

- Ensure all incidents and service requests are recorded accurately in the helpdesk system in an accurate and meaningful manner. Ensuring all work assigned in the helpdesk system is responded to in a timely manner and completed to our customers quality expectations
- Assist with the creation and updating of site IT documentation
- Assist with the administration and updating of our IT asset documentation and management tools
- Develop and maintain a thorough understanding of the organisation's computing capabilities, its procedures, software and personnel
- Assist with appropriate training for GNS staff and provide support for other IT staff as necessary

InfoSec Support

- Be aware GNS security guidelines and support others in working on Cyber Security issues and events
- Assist other teams in implementing secure processes
- Provide training and support to other IT staff in InfoSec and Cyber Security issues
- Contribute to making GNS Science's software, hardware, networks and data secure by:
    - identifying, reporting and assisting team members and GNS to eliminate InfoSec risks
    - immediately reporting all InfoSec incidents and near misses to the IT Manager
    - promoting a culture where InfoSec is given priority
    - Assist in developing and improving InfoSec policies, processes and procedures

Other

- Makes decisions which influence the success of projects and team objectives
- Communicates fluently both orally and in writing, and present complex technical information to both technical and non-technical audiences
- Have a good appreciation of the wider field of information systems and maintain an awareness of developing technologies and their application

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- ServiceDesk Team leader, IT Manager, Technical Leads and IT team members
- GNS Applications and GNS Information systems teams
- GNS Staff

External:

- Nil

Person specification

Skills, knowledge and attributes

- Strong communication and relationship management skills
- Strong motivation and drive
- A willingness to learn and stay up to date with new technology
- Ability to read, interpret, understand and apply technical documentation
- Excellent problem diagnosis and problem-solving skills
- Ability to take the initiative to research, assess, and communicate new ideas and technologies

Experience

Desirable:

- 2+ years in a corporate IT environment
- Experience working with MS Windows and Active Directory
- Demonstrated high level customer service experience (including dealing with complex information and de-escalating conflict)

Qualifications

Essential:

- A relevant tertiary or technical qualification or demonstrated industry experience

Desirable:

- Passed ITIL Foundations V2 or above.

Other requirements

Essential:

- An upbeat, engaging, positive and CAN DO attitude
- Advanced communication skills both written and verbal
- Confidence to challenge the status quo
- Ability to manage your time effectively
- Someone who values relationships with a sense of humour
- Awesome attention to detail, you don't miss a thing
- Tendency to constantly be passionate about learning new technology
- Analytical ability
- Ability to travel

Performance Dimensions

At a high level, GNS Science recognises six **Performance Dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the *way* we work. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.