

# Systems Engineer Jr

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<b>UNIT/TEAM</b>	People and Culture
<b>REPORTS TO</b>	Business and Systems Lead
<b>ROLE PURPOSE</b>	As a member of the Business Solutions team this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work.

## HOROWHENUA 2040 VISION

**G**rowing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

## COUNCIL'S VISION

Working together to take Horowhenua from good to great.

## COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

## OUR VALUES

<b>Greatness</b>	We never settle until our good is better and our better is great!
<b>Real unity</b>	We make it happen, together!
<b>Energy</b>	We use our energy to perform and succeed!
<b>Achievement</b>	We deliver exceptional results!
<b>Trust</b>	We create trust by living with integrity!

## KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>Process all service desk requests, timely and effectively to ensure optimal business functioning and customer support.</p>	<p>Respond, assign and escalate as appropriate, and ensure timely resolution of all Service Desk requests.</p> <p>Actively engage with the Business Solutions team, wider council staff, suppliers, vendors and contractors team for resolution of issues</p> <p>Identify training needs for customers</p> <p>Develop training materials and procedures</p> <p>Train users in the proper use of hardware or software</p> <p>Oversee the daily performance of computer systems and report any concerns to the Business and Systems Lead</p> <p>Answer user enquiries regarding computer software or hardware operation to resolve problems</p> <p>Enter commands and observe system functioning to verify correct operations and detect errors</p> <p>Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities</p> <p>Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support</p> <p>Confer with staff, users and management to establish requirements for new systems or modifications</p> <p>Report and communicate all identified customer requirements and needs to the Business and Systems Lead</p>
<p>Coordinate and install IT hardware systems in line with HDC business practices and procedures to ensure IT hardware is managed in accordance with set agreements.</p>	<p>Deployment of desktop and mobile hardware solutions</p> <p>Maintain inventory records are maintained using in agreed information management systems</p> <p>Prepare equipment for new staff</p> <p>Refer major hardware or software problems or defective products to service providers for service and repairs as per service agreement procedures</p>

<p>Perform IT support services related to business software to deliver cost effective and operational effective support services to customers.</p>	<p>Installation of corporate and specialist software packages</p> <p>User creations of new staff are done on time</p> <p>Install and perform minor repairs to hardware, software, or peripheral equipment, following designor installation specifications as agreed with service providers</p> <p>Supports other systems and devices such as:            Desk phones, mobile phones, mobility devices and Printers</p> <p>Image and Build new equipment when needed</p> <p>Management of Building access security system tokens</p> <p>Work with an ITIL aligned approach</p> <p>Collaborate with the IT team to discuss, analyse or resolve usability issues</p> <p>Identify web site security measures, such as firewalls or message encryption and escalate when needed</p> <p>Implement desktop updates, upgrades, and patches in a timely manner</p>
<p>Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</p>	<p>Additional tasks, duties or responsibilities as directed by the manager.</p> <p>Assist any other department of Council when required and as agreed.</p> <p>Participate and contribute to management support initiatives.</p> <p>Process all Council information as per approved electronic records management system and procedures.</p>
<p>Customer Focus</p>	<p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.</p>
<p>Organisational Support</p>	<p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>
<p>Occupational Health and Safety</p> <p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not</p>	<p>Hazards are identified and control measures followed.</p>

<p>cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p>	<p>Work-related accidents, incidents and illnesses are reported through the HDC health &amp; safety programme PeopleSafe.</p> <p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p> <p>Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites.</p> <p>Safe work practices are demonstrated.</p>
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## DELEGATIONS

<b>Direct Reports</b>	No	
<b>Financial</b>	<p>Annual Operating budgets would apply as approved by the Chief Executive Officer.</p> <p>Financial delegation is \$1,000 for operational expenses.</p> <p>Statutory delegation would apply as approved from Council from time to time</p>	
<b>Warrants Required:</b>	N/A	
<b>Legislative Function:</b>	<b>Legislation and/or Bylaw</b>	<b>Section and/or Bylaw</b>

## COMPETENCIES

A successful Systems Engineer at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen**- Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.
- **Mental Power** – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

## EXPERIENCE/QUALIFICATIONS

### Essential:

- Position would suit a IT graduate.
- Experience in computer network administration.
- Experience in analysing and documenting business processes.
- A high level of computer literacy including excellent knowledge of Microsoft Office 365.
- Self-starter who is innovative, positive, and energetic.
- Results orientated.
- Demonstrates behaviours consistent with Council's values. Demonstrates honesty and personal integrity
- A current and valid NZ driver's licence.

### Job Specific Knowledge and Skills:

- Sound troubleshooting and problem-solving ability
- Strong interpersonal and relationship skills
- Effective written and oral communication skills
- Flexible and responsive to change
- Energy, creativity, innovation and resourcefulness

## KEY RELATIONSHIPS

### Internal:

- Business and Systems Lead
- Information Services Manager
- All Council business units
- All other Council Staff

### External:

- Council stakeholders
- Ratepayers, residents, members of the public
- Suppliers and Vendors

## CIVIL DEFENCE DUTIES

All staff of Horowhenua District Council may be required to undertake Civil Defence duties in the event of an emergency, training will be given as appropriate.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.