

Title: Senior IT Support Representative

Reporting to: Technology and Digital Systems Manager (TDSM)

Direct Reports: IT Support Representative

PURPOSE OF POSITION

The Senior IT Support Representative reports to the TDSM and is a member of the Information Technology department of MainPower New Zealand Limited (the Company).

The IT Department ensures all operating systems meet business needs on a day-to-day basis and constantly strives to provide excellent business systems to the Company. It leads the implementation of plans, projects and road maps derived from an IT Strategy that aligns to the Company business strategy. The IT Department culture is one of service excellence; ensuring internal customer needs are understood and that best practice delivery meets or exceeds expectations.

The Senior IT Support Representative takes responsibility for supervising the IT helpdesk function by providing technical and network problem resolution to end users. The role is critical in providing support to a diverse user group on a variety of applications and technologies.

POSITION VALUES

The role of Senior IT Support Representative will assist the Company in building a commitment to IT excellence. It is expected that the IT Support Team Leader maintains a high level of professionalism and integrity, displays a positive attitude and team focus, and is enquiring and articulate while ensuring the values of the Company are always upheld.

KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- All MainPower staff
- Suppliers
- Vendors
- User Groups

ACCOUNTABILITIES

Senior IT Support Representative

Supervise the IT support team to achieve both IT and MainPower business goals.

RESPONSIBILITIES AND PERFORMANCE MEASURE

- Provide day to day mentoring and support to the IT support representative.
- Ensure IT resources are in place to support the business.
- Identify and implement opportunities to simplify support operations.
- Manage user accounts, including install, test and configure workstations and software, manage active directory and allocate security permissions.
- Provide technical assistance and support, troubleshoot and resolve related hardware, software, and system problems and provide workarounds and/or solutions in a timely manner.
- Take ownership of user problems, respond quickly and effectively, and follow up the status of problems by monitoring and tracking requests received through the helpdesk.
- Perform workstation hardware and software upgrades as required.
- Maintain an inventory of all equipment, software, and software licenses.
- Manage infrastructure maintenance functions including backups, antivirus protection and security.
- Support and administer peripheral devices, printers, copiers, faxes, phones, and tablets.
- Design and building reports and data extracts; including monthly statistics on helpdesk trends.
- Develop and provide user training materials to induct new staff into our ICT systems to ensure users understand our policies and procedures.
- Stay current with Windows and Microsoft application knowledge through participating in conferences, online forums and continuous learning.
- Identify, support, and drive opportunities for continuous improvement that can positively impact both the Company and business users.
- Maintain a balance between Company policy and end user benefit by handling issues in the best interest of both the user and the Company.
- Act as back up for other IT staff and providing support, as required.

Documentation

Supports Company practices by ensuring all administration processes and procedures are best practice and report to the TDSM on all areas of responsibility as required.

- Maintain a full understanding of all the Company's policies, procedures, and practices.
- Keep accurate records of updates and discussions for handover to the relevant person.
- Evaluate and identify any opportunities or areas to drive improvement that can impact both the Company and the user experience.
- Maintain accurate Company records through updating relevant databases and systems.

Health and Safety Support

Provide support to the IT department to contribute towards a culture of health and safety.

- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Ensure 'safety by design' practices are applied to all stages of work.
- Act as a role model for health and safety practices and policies.

Team Participation

Contribute to, and work with the IT department and wider Company, to deliver a constructive workplace culture.

- Ensure the TDSM is made aware of issues and kept informed of developments relating to the Helpdesk function.
- Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required.
- Provide support to MainPower during emergency response and adverse weather events. This support may include secondment to other areas of the business as required to provide support to the customer and community.
- Undertake any further responsibilities as reasonably requested by the TDSM.

Professional Development

Undertake all professional development required to fulfil the IT Support Representative competencies and accountabilities.

- Actively participate in all performance reviews with the TDSM.
- In conjunction with the TDSM, prepare and keep current a professional development plan.

COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

In order to be effective in the position, the Senior IT Support Representative shall need to consistently demonstrate the attributes and behaviours described below.

- Actively demonstrate professionalism and be a credible and trustworthy person.
- Be proactive, energetic, enthusiastic, and positive in all dealings with colleagues and customers.

- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively work to support the goals and objectives of others in the wider business.
- Make and implement timely decisions that have impact across the Company.
- Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures.
- Display clear logic when making business decisions; analyse key drivers, opportunities, and competitive advantages to benefit the Company.
- Regularly update knowledge and skill through effective training and education

COMPETENCIES – SKILLS AND EXPERIENCE

To be effective in the position, the Senior IT Support Representative shall have and be able to demonstrate, the following skills and experience.

- 5+ years' or proven technical experience in supporting various Windows versions and Microsoft applications.
- Proven experience supervising a small IT support team.
- Customer service focused with a friendly, approachable personality.
- Ability to manage internal and external relationships.
- Proven experience of user and security group Active Directory administration.
- Proven experience of Entra ID user, group administration
- Experience in administration of other M365 tenancy apps (Teams, Forms, SharePoint, Power Automate etc) would be beneficial.
- Experience with diagnosing, resolving or escalating service desk requests.
- A high level of proficiency in Microsoft Office.
- Strong planning skills to ensure priorities and tasks are completed on time.
- Communicate clearly – can document and communicate technical information to non-technical people.
- A professional and results orientated approach with good business and customer focus.
- Motivated and driven – you volunteer for new challenges without being asked.
- Advocating and empathising – you can handle complaints and frustrated end users.
- Calm under pressure – you think on your feet.
- An ability to take initiative combined with sound judgement.
- Maintains a high degree of accuracy and attention to detail in their work.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the Senior IT Support Representative position but to at least to provide a 'flavour' of the requirements of the role – you may be asked to complete other duties for the betterment of the business from time to time.