Position Description

Senior Support Analyst, Information Services, Organisation Performance Branch

Reports to
Operations Manager, Technical Services

Purpose of Role
To provide system integration services to support the Commission and any associated agencies' strategic and operational goals.

Commission Purpose
To achieve the best possible outcomes in competitive and regulated markets for the long-term benefit of New Zealanders**.**

Commission Values
The Commerce Commission is committed to acting with **integrity** and being fair, honest and impartial. We set high standards of **excellence** and exercise **good judgement** by understanding the environment we operate in and the impact of our actions. We are **accountable** to the people of New Zealand for our work and spending. We **respect** each other and value peoples' diversity and opinions.

Key Result Areas (KRAs)

- Responsible for the planning, coordination and disposal of desktop PC's and IT equipment
- Identify and coordinate improvements to support systems and procedures
- Provide set up training and helpdesk support for internal and external clients
- Provide supervision, training and mentoring to Support Analyst and the IS team
- Contribute to team development

Competencies (Behaviours)

• Applying expertise and knowledge	• Persuading and influencing
• Planning, organising and delivering (results)	• Working with people
• Analysing and researching	• Learning and developing
• Writing and reporting	• Mentoring and leading
• Presenting and communicating (verbally)	• Formulating strategies and concepts

Key Result Areas

1: Responsible for the planning, coordination and disposal of desktop PC's and IT equipment

- Software, technology systems, telecommunications equipment, computers, printers, phones, and video conferencing equipment are in good working order.
- Old or obsolete equipment is disposed of in line with the Commission's IS Policy.
- Software, computers and phones are available when required.

Outcomes:
- Commission equipment is maintained and up to date.
- Stock levels are managed so that equipment is available when required.
- Commission assets are tracked and disposed of appropriately.

2: Identify and coordinate improvements to support systems and procedures

- Assist in the development of help-desk systems, procedures and operations.
- Support systems and procedural improvements are identified and suggestions are made to the CIO.
- Coordinate the implementation of changes or improvements to helpdesk or client systems and procedures.
- Ownership and management of help desk documentation.

Outcomes:
- Improvements are identified and recommendations are made to the Chief Information Officer.
- System and procedural changes are implemented in a timely manner with minimal service disruption.
- Helpdesk systems and process documentation is up to date and accurate.

3: Provide set up, training and helpdesk support for internal and external clients

- Handles complex queries and provides assistance to the Support Analyst when required.
- Develop positive relationships with clients and identify their technology requirements.
- Respond to requests for assistance in a helpful and timely manner, dealing with the issues promptly, or escalating them within Technology team as required (through the use of "call logging software").
- Receive details on new users and ensure hardware and software is up and running, i.e. loaded on network, log in.
- Set up Telecommunications requirements for new users including desk phones and mobiles.
- Instruct and coach new employees about effective use of software, technology systems, and telecommunications equipment   including computers, printers, phones, and video conferencing
- Build new desktops and install software.

Outcomes:
- The Commission receives relevant equipment and systems user training to ensure effective technology system use.
- The helpdesk is responsive, proactive and forms strong relationships with clients.

4: Provide supervision, training and mentoring to Support Analyst and the IS team

- Day to day supervision, coaching and training is provided to the Support Analyst.
- Second and third tier service support when escalated from the helpdesk.
- Keep CIO updated as appropriate.
- The IS team are updated on new process or procedures and aware of any developments with technology.

Outcomes:
- Support Analyst is supervised and trained to the required level.
- Support Analyst is coached and mentored appropriately.
- Escalated calls or issues are monitored and managed well.
- Valuable contribution to the IS team's systems development.

5: Contribute to team development

- Lead and contribute to specific technology related projects as required.
- Keep up-to-date with technology products and systems.

Outcomes:
- Valuable contribution to the development of the OP Branch.
- Development of self.

Note: These responsibilities are not exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work environment, including technological requirements or statutory changes. Such change may be initiated as necessary by your manager or general manager and will be discussed with you

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Person Specification

Qualification

- Relevant undergraduate qualification (or equivalent) or relevant experience
- Microsoft Certified Information Technology Professional (MCITP) qualification (or equivalent experience)
- Microsoft Certified Systems Engineer qualification (or equivalent experience)

Ability	Level
• Demonstrated analytical ability	Expert
• Demonstrated conceptual thinking and problem solving and time management ability	Expert
• Demonstrated numerical ability	Sound
• Demonstrated relationship management ability	Sound
• Demonstrated verbal and written ability	Sound

Experience	Level
• Demonstrated experience in systems integration	Expert
• Demonstrated experience in a helpdesk or IT role	Expert
• Demonstrated high level customer service experience (including dealing with complex information and de-escalating conflict)	Sound
• Demonstrated experience managing networks, e.g. Microsoft and general IT systems	Expert

Knowledge	Level
• Knowledge of Commission's internal guidelines and policies	Sound
• Knowledge of the Commission's role and functions of each group	Sound
• Knowledge of internal and external communications practice	Sound
• Knowledge of Microsoft Office products especially Outlook, Word, Excel and Powerpoint	Expert
• Knowledge of Microsoft products and broader technology market trends	Expert

Definitions

Basic
The job requires adeptness in a skill and experience in a variety of tasks. The skill may be related to specific activities that take time to acquire, extending beyond short term (typically one to two years related experience).

Sound
The job requires highly relevant experience in a specific area of work, often involving specialised training in order to achieve competence. This is not short-term experience, but significant, longer-term experience, predominantly focused on acquiring specialist knowledge (typically two to three years related experience).

Expert
The job requires experience of a broad nature, above that of a skilled person. Normally involves an awareness of work activities beyond the immediate job situation and the impact of the job on these activities (typically three to five years related experience).

Strategic
The job requires highly relevant knowledge and experience, an understanding of immediate issues and long term effects of actions. This is a subject matter expert who can be focused on an organisation's goals as well as the specific short term issues (typically five to ten years related experience).