

# Position Description

## Position Title - Ingoa Tūranga

Service Centre Analyst

## Group - Puni

People & Operations (P&O)

## Division - Tānga

Information Management Division (IMD)

## Reports to - Menetia

Manager, Service Centre

### About the Public Service - Mō te Ratonga Tūmatanui

*Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.*

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

### About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders' in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

### Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

### About the Position - Mō te Tūranga

This role sits within the Service Centre team which forms part of the IMD Business Partnering and Service Unit. The Business Partnering and Service Unit is responsible for providing day to day customer service and partnering with the business to make sure their needs are met and as such is required to provide a 24x7 service to Ministry users world-wide. The Ministry operates from over 60 locations with over 2000 users.

Under the direction of the Manager, Service Centre, you will deliver responsive, customer centric services to the Ministries' global user base and provide technical and client support services to help maintain and deliver a robust end-user experience. The role will act as the first point of contact for all users requiring support in relation to the access and use of Ministry ICT services and will provide clear, concise and proactive communications and instructions to the Ministries' customer base.

In your role you will be responsible for the continuity of all Service Centre operations, including fulfilment of all Service Centre request and troubleshooting incidents that may arise. The majority of these interactions will originate from our global footprint and, as such, an awareness of cultural norms across the various regions will be essential.

You will be a confident and courteous communicator, entirely at home in a dynamic Information Technology environment. Your great attitude and proactive approach will be the key to being successful in this role. Your passion for great customer service will be at the forefront of the services your deliver.

This role will be based in a 24x7 Service Centre located in Wellington Central. The hours will be on a shift based roster, including some overnight shifts. Expected days of work will be Monday to Friday, with occasional rostered on-call duties on a Saturday or Sunday.

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### Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

#### Technical

- Ensure that all request and incidents are logged, capturing all relevant information in a clear and concise manner.
- Manage the resolution of all tickets from inception to customer confirmation of resolution.
- Maintain regular contact with customers, providing timely updates to requests raised.
- NB: Many resolver groups may be involved however overall ownership resides with the Service Centre for all calls
- Escalate as required to additional resolver groups.
- Provide Problem and Trend analysis
- Ensure timely and cohesive outage & issue communications and resolution
- Stakeholder management – provide high priority incident communications to key internal/external stakeholders
- Ensure proactive identification of areas for improvement. Drive the efficiency and effectiveness of the Incident Management Process.
- Contribute towards a comprehensive, up to date Service Centre Knowledgebase
- Provide a detailed handover to day Service Centre staff
- Escalate any security incidents following the Security Incident Management Plan
- Provide first level support of all Ministry provided hardware, software and services
- Provide user training and awareness across all Ministry IT services.
- Adhere to Ministry IT change management practices.

#### Leadership

- Contribute to the division's delivery of its planned and agreed activity stream to realise its strategic priorities and high level outcomes
- Demonstrate the organisation's values, goals, policies and procedures in all aspects of work

#### Relationship Management

- Develop and maintain key relationships both internally and externally in order to advance the division's objectives

#### Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders

#### Health and Safety

- Taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- Complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015

- Cooperating with health and safety policies and procedures
- Identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- Raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- Ensuring that all health and safety incidents, injuries, near misses are immediately reported in our systems.
- Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager.

#### Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.

#### Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Service Centre Analyst will have the following experience, skills and knowledge:

#### Qualifications

- An industry related qualification, or certification, together with 1+ years' experience in an ICT operational environment and preferably in a support services function.

#### Skills

- Experience supporting users in a large and diverse client/server environment and with remote support being a primary focus of this role
- Ability to work effectively with a diverse group of people from a range of cultures and background is essential
- An understanding of basic networking concepts, enterprise telephony systems and enterprise mobility solutions as well as business desktop applications
- Experience supporting the deployment and installation of line of business applications to customer end points
- Experience troubleshooting technical issues across the Microsoft products both in the on prem and cloud environments
- Experience administering AD/Entra and Microsoft Exchange entities at an operational support level
- Experience with ITSM tools
- Strong written and verbal communications skills encompassing the ability to confidently liaise with stakeholders at various levels of seniority and particularly with English as second language customers
- You will be a self-starter with the ability to work autonomously.
- Exceptional organisational and time management skills with a particular focus on rapid delivery of quality customer outcomes
- Experience working in a 24x7 production operations environment
- Ability to build, maintain and leverage relationships with key internal and external contacts

#### Experience

- Practical experience in ICT service support, with demonstrated experience supporting a geographically diverse customer base.
- Demonstrated hands-on experience supporting modern Microsoft operating systems and line of business applications
- Experience working within the Government sector will be advantageous
- A working knowledge of end user security best practices

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### Relationships - Pātahitanga

The Service Centre Analyst position is required to build and maintain the following relationships:

Within the Ministry:

- CIO
- Service Centre Team
- End User Computing Team
- Platforms & Applications Team
- Head of Business Partnering and Service
- CTO
- Design and Delivery Team
- Information Security Team
- IMD Change Transition Lead
- IMD Management and staff
- Project Managers
- Post Staff (incl. HOM/HOP, PSO, PTC, and LES)
- Other Divisions & staff

Outside the Ministry:

- Service Delivery Partners/Vendors
- NZ Inc. Partners
- Other NZ agency and government technical staff
- Suppliers, contractors, 3rd Party IT Specialists

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### Delegations - Whakatautapatanga

- The role is responsible for the management of NIL direct reports.
- This position has no delegations.

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### Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship.
- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.

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### References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>