

Service Desk Analyst

Statement of Accountabilities

Our Vision:

We are privileged to contribute to our community from within our community; by helping to lead progress and liveability within our region, and across New Zealand.

Our work principles:

- People can be curious, explore new possibilities and learn in pursuit of our vision
- People feel safe to be themselves
- People can take ownership, exercise good judgement and act
- People deliver what's required to a high standard
- People support each other and work together as a team

Key relationships and delegated authority

Reports to:	IT Services Manager
Responsible for:	Nil people
Internal Relationships:	All Orion Group employees
External Relationships:	Contractors
Delegated Authority:	\$1,000 operating expenditure \$1,000 capital expenditure

Role Objective:

The Service Desk Analyst will deliver exceptional service to consumers of all IT services and is responsible for the deployment, configuration and maintenance of devices and applications that support our line-of business, asset management and operational systems.

Key Accountabilities:

Service Desk

- Provide first level IT support to our people, including investigating, identifying and resolving faults as well as any underlying issues.
- Maintain the service call management system including accurate documentation of all work.
- Proactively undertake continuous improvement activities.

Projects and Documentation

- Participate in IT projects as required.
- Maintain documentation and reports on IT applications.

Health and Safety

- Show a commitment to and comply with Orion's and Connetics health and safety policies, systems and procedures.
- Take all practicable steps to ensure your own health and safety and that of all others around you.

Team

- Commit to achieving our vision and organisational goals.
- Role model behaviours that support our work principles.
- Support your team members and undertake other tasks as requested by your manager.

Qualities required for the role:

- Sound understanding of: corporate devices; Microsoft Client OS and applications; managing user accounts via Active Directory; Office 365; networked printing and networking.
- IT diploma or degree or associated Microsoft qualification or equivalent knowledge through practical work experience.
- 2 Years' experience in providing customer support in a service desk environment.
- Strong problem-solving and analytical skills.
- Strong attention to detail.
- Ability to work in a team.
- Good communication skills.