

# Information Systems Support Officer



**Mackenzie**  
DISTRICT COUNCIL

## Position Description

<b>Position:</b>	Administration Support Officer - ICT
<b>Incumbent:</b>	
<b>Reports to:</b>	Manager ICT
<b>Location:</b>	Fairlie
<b>Department</b>	Information, Engagement and Community Development
<b>Business Unit:</b>	ICT
<b>Role Family:</b>	Technical / Expert roles

<b>Customer Relationships:</b>	<b>Who:</b>
➤ <b>External</b>	<ul style="list-style-type: none"><li>➤ Government Agencies and other local authorities</li><li>➤ Members of the public, ratepayers &amp; Community Groups</li><li>➤ Council contractors and their employees</li><li>➤ Iwi / Papatipu Rūnanga / Mana Whenua</li></ul>
➤ <b>Internal</b>	<ul style="list-style-type: none"><li>➤ Executive Leadership Team</li><li>➤ Elected Members</li><li>➤ Information and Engagement Team</li><li>➤ All other Mackenzie District Council employees</li></ul>

### **Position Contribution:**

The Administration Support Officer – ICT is responsible for assisting the ICT team in maintaining the company's IT business systems and records, providing efficient support to all business users, and to communicate responsively with both internal and external parties. The role is to be carried out in a professional manner with an emphasis on excellent customer service.

The role assists with ensuring that technology systems which enable the business are kept functional, secure and reliable. This in turn enables the delivery of job specific responsibilities in line with the Mackenzie District Council's various Business Unit programs of work.

The Mackenzie District Council is focused on the delivery of best practise and innovation, collaboration and embracing kaitiaki principals in all that it does.

<b>Scope:</b>	<b>Dimensions:</b>
Delegated levels of authority	Refer to MDC Delegations Manual
Span of Control	Nil

<b>Expected Outcomes:</b>	<b>Primary Areas of Responsibilities / Measures:</b>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Use the principles of excellent Customer Service to provide solutions and resolutions to all customers.</li> <li>• Present a friendly and professional image to all customers at all times, resolving issues in a timely and accurate manner.</li> <li>• Actively work with you team to ensure all customers have a consistently great user experience.</li> </ul>
<b>Team Responsibilities</b>	<ul style="list-style-type: none"> <li>• Undertake such other duties as the General Manager, Information, Engagement &amp; Community Development or Manager-ICT may allocate from time to time including changes in duties and responsibilities that may come about due to absences from other employees such as holidays, sick leave etc.</li> <li>• Assist with technology projects across the business as directed by Manager ICT to achieve business outcomes.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Develop documentation and user guides relating to IT and Information systems as necessary.</li> <li>• Assist the IT Team in educating staff about IT and Information Systems.</li> </ul>
<b>IT Support</b>	<ul style="list-style-type: none"> <li>• Monitor the IT Helpdesk and ensure response and resolution times are within the Service Level Agreements.</li> <li>• Communicate with, and assist end users with software, hardware, access, and connectivity issues.</li> <li>• Assist with technical systems facilitating council meetings.</li> <li>• Assist the ICT team with project related work as directed.</li> <li>• Assist the IT team with resolving hardware and software related issues.</li> <li>• Escalate issues to Manager - ICT where appropriate.</li> </ul>
<b>Information Management Support</b>	<ul style="list-style-type: none"> <li>• Assist Information Management Advisor with LGOIMA requests and responses.</li> <li>• Assist Information Management Advisor with information search and investigation.</li> </ul>
<b>Self / Professional Development</b>	<ul style="list-style-type: none"> <li>• Continue to develop your skills and knowledge in consultation with Manager – ICT.</li> <li>• Continue to learn about the Mackenzie District Council and contribute district wide.</li> <li>• Build professional knowledge of best practice and legislative requirements in line with the requirements of the role.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities undertaken are in accordance with the Mackenzie District Council health and safety policy, plan and procedures.</li> </ul>






	<ul style="list-style-type: none"> <li>• Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), Regulations 2016 and any amendments.</li> <li>• Ensure compliance with requirements of the Motor Vehicle Policy</li> <li>• Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner.</li> <li>• Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible.</li> <li>• Engage in any Health, Safety and Wellbeing related training and complete all applicable course work.</li> <li>• Comply with all client site requirements.</li> </ul>
<b>Mackenzie District Council Policies, Procedures, Processes and Guidelines</b>	<ul style="list-style-type: none"> <li>• Understand, be familiar and comply with all Council policies, procedures, processes and guidelines.</li> </ul>
<b>Emergency Management Centre</b>	<ul style="list-style-type: none"> <li>• Be a willing and active participant in Mackenzie District Council's emergency management activities and responsibilities.</li> <li>• To assist or fulfill roles within the Emergency Operations Centre as and when required.</li> </ul>
<b>Confidentiality and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Ensure that all of your business unit records are saved to the EDRMS.</li> <li>• Ensure that any confidential information that you may acquire, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.</li> </ul>

*The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.*

#### **Qualifications, Technical Skills, Knowledge and Ability:**

- Minimum of a High School diploma or equivalent.
- Excellent listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain the solution.
- Ability to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into PC and software issues and products as required.
- A current a full driver's license
- Able to perform under high pressure situations, including being well organised, and an ability to plan and prioritise important activities / tasks and meet timeframes.
- Proven and demonstrated written and verbal communication skills and abilities – clarity, fluency, balance, impact, and conciseness.
- Ability to work independently on own projects, as well as work collaboratively on large projects as part of a team.
- Demonstrated computer, numeric, written and verbal communication skills
- A strong focus on providing quality customer services

## Our Values and why they're important to us:

	<p style="text-align: center;"><b><i>Integrity</i></b></p> <p>Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.</p>
	<p style="text-align: center;"><b><i>Community Focused</i></b></p> <p>We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction, and increasing trust in government.</p>
	<p style="text-align: center;"><b><i>Collaborative</i></b></p> <p>Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.</p>
	<p style="text-align: center;"><b><i>Responsive</i></b></p> <p>Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities.</p> <ul style="list-style-type: none"> <li>• <b>Faster response times:</b> Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities.</li> <li>• <b>Improved innovation:</b> Agility fosters a culture of learning and systems thinking.</li> <li>• <b>Better customer satisfaction:</b> Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction.</li> <li>• <b>Increased efficiency:</b> Optimise processes and resources, reducing waste and increasing efficiency.</li> <li>• <b>Greater resilience:</b> Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.</li> </ul>
	<p style="text-align: center;"><b><i>Forward Looking</i></b></p> <p>Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.</p>



**Job Family Specific Behaviours:**

<p><b>Achieving Results</b></p>	<p>Sets challenging goals for one self that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed effectively, efficiently, safely and to a high standard.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Sets performance standards and goals.</li> <li>• Prioritises</li> <li>• Ensures high quality output.</li> <li>• Delivers</li> <li>• Leverages resources</li> <li>• Celebrates successes and achievements</li> </ul>
<p><b>Customer Focus</b></p>	<p>Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Establishes effective relationships.</li> <li>• Clarifies the situation.</li> <li>• Takes action.</li> <li>• Ensure customer satisfaction (win / win = public value)</li> <li>• Meets the needs of MDC</li> </ul>
<p><b>Commercial Decision Making</b></p>	<p>Demonstrates a strong understanding of MDC’s strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Applies commercial understanding to maximise results and MDC reputation.</li> <li>• Understands all aspects and functions of MDC.</li> <li>• Understands Local Government</li> <li>• Makes decisions strategically ensuring the impact is considered.</li> <li>• Identify opportunities for the growth of MDC / District and it’s communities</li> </ul>
<p><b>Knowledge and Information sharing</b></p>	<p>Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies opportunities to share knowledge with others.</li> <li>• Ensures understanding.</li> <li>• Offers feedback.</li> <li>• Encourages application of information and knowledge shared</li> </ul>
<p><b>Ongoing Learning and Development</b></p>	<p>Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skill son the job and learning through their application.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Targets learning and development needs.</li> <li>• Seeks learning and / or development activities.</li> <li>• Maximises learning.</li> </ul>

	<ul style="list-style-type: none"> <li>• Applies knowledge, skills or expertise.</li> <li>• Openness to change and challenge</li> </ul>
<b>Teamwork</b>	<p>Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies collaborative opportunities.</li> <li>• Establishes relationships.</li> <li>• Formulates action plans.</li> <li>• Considers the impact of ones actions.</li> <li>• Monitors relationships and progress</li> </ul>
<b>Effective and Successful Communication</b>	<p>Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Takes initiative to share information.</li> <li>• Communicates appropriately.</li> <li>• Listens to and comprehends communication from others.</li> <li>• Delivers clear messages.</li> <li>• Communicates in an open, honest and professional manner.</li> <li>• Ensures understanding.</li> <li>• Follows up</li> </ul>

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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Position holder signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Signature

\_\_\_\_\_  
Date