

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	System Support Analyst - Technical
Group:	Services for Children and Families
Reports to:	Manager Customer Service
Location:	National Call Centre
Direct Reports:	No
Budget:	No

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We've introduced a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

The key role of the Systems Support (technical) Analyst is to provide technical assistance to the Call Centre on a daily basis. This role will include providing training for staff to effectively use the system and to enhance their management of staff requirements to enable them to meet workload demands. This needs to be carried out in a manner which can tailor communication of a technical nature to the target audience. The Systems Analyst will be required to provide back-up support to the Call Centre Operations Analyst/Scheduler and the Call Centre Operations Manager as required. General administrative duties may also be necessary.

The role of the Systems Support (technical) Analyst also includes, but is not limited to:

- Provision of level 2 systems, desktop and telephony support to Oranga Tamariki Call Centre teams and end users.
- Incident and problem management
- Site outage management
- IT Service continuity management
- Planning and preparation
- Equipment commissioning and de-commissioning
- Component replacement
- Asset and software management
- Equipment disposal
- IT training
- Liaison and advice to Call Centre management

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities	Deliverables
Incident and Problem Management	<ul style="list-style-type: none"> - Liaises with users to resolve incidences within agreed service levels - Actively participates in the restoration of IT services during major office incidences. - Liaises with users to action work requests within agreed service levels - Ensures all incidents handled are logged and classified into the Call Management system via Datacom Helpdesk - Ensures user adherence to system operating standards and procedures - Maintains and updates detailed procedures documentation - Escalates incidences to other 2nd Level teams and vendors as 	<ul style="list-style-type: none"> - Day to Day operations run smoothly, and objectives are met in a timely and accurate manner. No surprises. - All calls handled are logged (and classified) Datacom and updated - Outage times resulting from major incidences are greatly reduced - Document processes for standard fixes are maintained in a knowledge base - Faults are identified, reported and resolved or escalated to meet SLAs - Tasks are performed reliably, skilfully and

Key Result area	Key Accountabilities	Deliverables
	<p>appropriate</p> <ul style="list-style-type: none"> - Accomplishes tasks without supervision - Uses knowledge of facilities, capabilities and capacities to achieve tasks and solve problems - Work with other IT teams to establish causes of problems - Identify, investigate and recommend solutions for problems and errors to 3rd level teams - Local management of known problems and errors and implement identified solutions once available - Recommend appropriate problem prevention strategies 	<p>accurately without the need to escalate to management unnecessarily</p> <ul style="list-style-type: none"> - Possible solutions or work around for problems or incidences are implanted or if necessary forwarded to the appropriate teams for implementation - Proactive prevention of problems through trend analysis, targeted support actions and providing information to Oranga Tamariki - Provide information on problems and errors, possible temporary or permanent solutions and prevention strategies to 3rd level support teams and management - Raise Change Requests to initiate temporary or permanent solutions to problems as and when appropriate - Problems and errors in sites have been minimised and managed
Site Outage Management	<ul style="list-style-type: none"> - Take decisive action and control at the local level during site outages - Recognise and act upon the restoration priorities for site - Reduce the risk of on-going damage to equipment - Co-ordinate local recovery efforts to facilitate the quickest possible restoration of IT services - Communicate with users to inform of times and possible solutions - Identify and recommend corrective or preventative action 	<ul style="list-style-type: none"> - Local investigation and reporting networks provide accurate feedback during site outages and major incidents - Response and resolution times are greatly enhanced resulting from local level involvement in site outages and major incidents - The risk of damage to equipment and systems is greatly reduced - Provide reports in accordance with SLA requirements identifying

Key Result area	Key Accountabilities	Deliverables
	to reduce the risk of similar or repeat outages	the causes of outages and recommending corrective or preventative action
Communication and Relationship Management	<ul style="list-style-type: none"> - Maintains excellent relationships with focal points in the Help Desk and the other IT teams. - Maintain local technical and self-help information resources - Maintain local reporting and feedback networks - Assist and back up the Operations Analyst wherever possible or whenever required 	<ul style="list-style-type: none"> - Customer issues are resolved smoothly (without need to escalate to management unnecessarily) - Customers are kept fully informed of the progress of incidences - Customers are kept fully informed of changes to the IT environment, policies, and procedures - Telephony reports are passed onto regional and centre management teams
Team and Individual Performance	<ul style="list-style-type: none"> - Contributes to team communication activities, initiatives and objectives - Contributes to team initiatives and objectives - Promotes IT services, procedures, standards and policies - Identifies and acts on personal learning and development opportunities - Responsible to implementing and installing new equipment when required - Keeps up to date with developments in desktop matters relevant to Oranga Tamariki IT environment - Recognises and acts on health and safety issues - Reporting and analysis utilising current Call Centre software 	<ul style="list-style-type: none"> - Personal learning objectives are identified and attained through personal development opportunities - Attended team meetings and conference calls and appropriately participate in these meetings - Participate in activities that will progress the objectives and initiatives of the team - Actively promote IT policies, the use of IT procedures and the services provided by the SSA Team and other IT teams - OHS issues are noted and reported to the appropriate personnel - Back up and support Operations Analyst when required in order to achieve reporting goals and timeframes

Key Result area	Key Accountabilities	Deliverables
IT Service Continuity Management	<ul style="list-style-type: none"> - Assist Operations Manager with local IT planning and preparedness for disaster recovery - Prepare site/staff for planned outages by keeping staff informed and updated 	<ul style="list-style-type: none"> - Participation in local or national disaster recovery exercises - Contributes to local disaster recovery and emergency strategies ensuring IT procedures and processes are followed - IT equipment is maintained in a state of readiness
Hardware and Software Asset Management	<ul style="list-style-type: none"> - Manage the IT asset and inventory database for all Call centre Hardware and Software - Add new hardware and software assets to the asset database as required - Ensure that only authorised hardware and software is installed on equipment - Update the asset database licensing records for authorised software transferred from one computer to another - Remove and re-assign authorised software licenses when equipment is replaced, upgraded or disposed of - Provide licensing information on Non-standard software to Call centre management - Maintain a Definitive Software Library (DSL) of software held in Call Centre - Ensure that software licenses are utilised to their fullest and that additional licenses are not purchased unnecessarily 	<ul style="list-style-type: none"> - IT asset and inventory databases for all areas are accurate and kept up-to-date - New types of hardware and software are added to the asset database - Approved non-standard software is installed and un-installed on equipment as appropriate - Software license adds, moves, and change details are kept up to date in the software contract portion of the asset database - Software licensing information provided to local management and the national Software Administrator is accurate - The local Definitive software Library (DSL) records are accurate and up to date.
Provide Training	<p>Provide training and support to Oranga Tamariki users and Expert Users on:</p> <ul style="list-style-type: none"> - Local Area Network systems - Personal computer systems - New technology - Telephony systems - Software for non-standard 	<ul style="list-style-type: none"> - Oranga Tamariki users are educated and supported in the use of systems and technology - Facilitate appropriate training once needs have been identified

Key Result area	Key Accountabilities	Deliverables
	hardware	<ul style="list-style-type: none"> - Can tailor communication of technical nature to the audience
Systems and Data Security	Maintain systems security by: <ul style="list-style-type: none"> - Monitor computer room security - Monitor access to sites by IT contractors after hours and ensure on sites staff are informed - Report electronic or physical breaches of security - Submit proposals and recommendations for solutions, strategies, or changes to policies, which relate to identified computer system security issues or concerns - Implement immediate solutions, strategies, and policies to prevent breaches of computer system security - Maintain control systems to manage access to computer systems and network via removable media such as floppy disks, internal and serial CD Rom drives - Ensure that data on all hard disk drives and other storage devices are destroyed in accordance with policies and procedures 	<ul style="list-style-type: none"> - Only approved users have access to computer system - Breaches of security are monitored and to address security issues or anomalies recommendations are reported to Management - Take action on system generated reports (e.g. virus reports) - Oversee site access to third party service providers after hours - Abuse issues are responded to and reports submitted to management and other IT teams as appropriate - Proposals and recommendations made following a security breach are in line with the required solution - Appropriate change requests are raised to assist in the prevention of security breaches
Health and Safety	<ul style="list-style-type: none"> - Employees accept their responsibility to take all practicable steps to ensure their own safety and wellbeing while at work, and ensuring that no action or inaction on their part endangers themselves or others. 	
Personal Commitments	Demonstrated evidence of ability to commit to the following principles: <ul style="list-style-type: none"> - The vision, mission and goals of Oranga Tamariki - Treaty of Waitangi, - Working with clients and colleagues in a culturally sensitive and appropriate manner, - Equal employment opportunities. 	
Being part of the Oranga	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of 	

Key Result area	Key Accountabilities	Deliverables
Tamariki team	<p>Oranga Tamariki</p> <ul style="list-style-type: none"> - From time to time, you may be required to perform other reasonable duties as requested by your manager - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work. 	

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Operations Manager, Call Centre - National Call Centre Manager - Call Centre Staff - All Oranga Tamariki Managers - Datacom Helpdesk - Other IT teams within Oranga Tamariki - Operations Analyst, Call Centre - Expert users - Other Systems Support (technical) Analysts - IPCC Project group - Other Oranga Tamariki Staff
External	<ul style="list-style-type: none"> - Service Providers - MSD IT Teams

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A relevant tertiary qualification is desirable
Experience	<ul style="list-style-type: none"> - Excellent communication skills with demonstrated customer focus - Demonstrated ability to work under pressure and manage daily workloads - Ability to problem solve effectively - Willing and able to lift and install heavy equipment - Knowledge of Oranga Tamariki systems (CYRAS) - Call Centre specific technical knowledge - Expert with Microsoft software (Word, Excel, PowerPoint, Outlook)
Skills	<ul style="list-style-type: none"> - Knowledge of and commitment to EEO (Equal Employment Opportunities) principles - Awareness and understanding of Treaty obligations and partnership issues - Willing to travel to fulfil job requirements - Holds current drivers licence - Available for assistance 24/7 including call outs when required after hours

POSITION COMPETENCIES

Competency	Description of success profile behaviour
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<p>1. Influence</p> <p>Using appropriate interpersonal styles and methods to guide staff toward goal achievement.</p>	<ul style="list-style-type: none"> - exhibits flexibility while influencing others to achieve goals and solve problems - adapts influencing style according to the situation - convinces people to accept ideas and strategies - gains agreement from people to improve performance or try new ways to do things - motivates and works with others to ensure consistency with the Oranga Tamariki vision, values and systems in achieving goals - influences others to modify work activities, processes, or procedures to be consistent with the Oranga Tamariki vision, values, and systems
<p>2. Analysis</p> <p>Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.</p>	<ul style="list-style-type: none"> - identifies possible cause-effect information - seeks information that identifies underlying problems or opportunities - relates information from different sources to draw logical conclusions - recognises trends or associations of data - recognises the need to obtain more or better information
<p>3. Judgement/Problem Solving</p> <p>Committing to an action based on logical assumptions, and factual information and takes into consideration resources, constraints, and Oranga Tamariki values.</p>	<ul style="list-style-type: none"> - checks to see if the action proposed will satisfy the need (problem or opportunity) - considers the long and short-term impact involved with various courses of action and decisions - raises issues with Call Centre Management, and as required provides ideas to resolve presenting issues - checks assumptions against facts
<p>4. Planning and Organisation</p> <p>Establishing a course of action for self or others to accomplish a specific goal; planning appropriate allocations of human resources; establishing procedures to monitor the results.</p>	<ul style="list-style-type: none"> - establishes approach and priorities systematically - defines the parameters to which work must be completed - identifies and plans for resources needed - identifies risks and opportunities and develops contingency strategies - establishes systems to monitor performance for specific areas of responsibility - maintains records of meetings and discussions - meets with direct reports regularly to discuss assigned tasks, check on progress and problems - reviews regular activity reports to keep track of work progress - examines work outputs to ensure processes are correct
<p>5. Communication</p> <p>Expressing ideas effectively in written</p>	<ul style="list-style-type: none"> - establishes the value or benefit of the communication for its particular audience, based on assessed characteristics, motivations and needs - presents ideas in a logical sequence

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<p>communication, in individual and group situations (e.g. verbal or non-verbal communication); adjusting language or terminology, targeting presentations and reports to the characteristics and needs of the audience; presenting ideas effectively to individuals or groups, including use of visual aids where appropriate. Demonstrating an understanding of the content and intent of the communication.</p>	<ul style="list-style-type: none"> - provides transitions from one point to another, summarises main points - provides a strong conclusion or recommendation that falls directly out of the body of the communication - breaks down explanations of complex processes, procedures, and situations into manageable pieces of information - provides an opportunity for questions, feedback and discussion
<p>6. Client Focus</p> <p>Making efforts to listen to and understand the client (both internal and external); anticipating client needs; giving high priority to client satisfaction.</p>	<ul style="list-style-type: none"> - Establishes and maintains effective relationships with their clients (internal and external) - anticipates clients' needs and responds quickly, accurately, and pleasantly - clarifies the exact nature of clients' problems or requests - monitors client satisfaction - honours commitments - keeps clients informed on progress and renegotiates deadlines if necessary - displays patience and understanding with demanding clients
<p>7. Professional Standards</p> <p>Sets high professional goals and standards; sets example; imposes professional excellence.</p>	<ul style="list-style-type: none"> - demonstrates independence, objectivity – puts forward the body of professional standards knowledge, as appropriate - models and applies the professional standards - seeks professional guidance when there are conflict situations - monitors, measures and continually improves own performance
<p>8. Teamwork/ Collaboration</p> <p>Works effectively with team/workgroup to accomplish Oranga Tamariki goals; taking actions that demonstrate consideration for the feelings and needs of others; works with others to resolve problems and achieve results being aware of the effect of one's behaviours on others.</p>	<ul style="list-style-type: none"> - participates proactively in the development of team goals and plans - co-operates with team members to resolve problems and achieve goals - acknowledges others' skills, experience, knowledge, creativity, and contributions - encourages trust among team members through open and honest sharing of information - shows consideration for team members - participates in defining individual and shared responsibilities - supports team members by encouraging participation and listening to other's ideas - contributes to agreement on goals and problem resolution, and on methods to accomplish both

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<p>9.Environmental/ Organisation Awareness</p> <p>Staying abreast of internal and external events; having and using knowledge of systems, situations, pressures, and culture inside Oranga Tamariki to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of Oranga Tamariki.</p>	<ul style="list-style-type: none"> - is professional in attitudes, image and performance - works collaboratively - affirms the people and services of Oranga Tamariki - uses the vision, values, and organisational policy changes in order to anticipate the need for action with Oranga Tamariki. - identifies potential problems and opportunities - understands and uses the structure, operations and decision-making channels
<p>10. Relationship Management</p> <p>Works effectively (and helps others work effectively) with internal and external stakeholders, colleagues, staff groups (outside the formal line of authority)communities, interest groups and customers, external agencies, providers, to accomplish Oranga Tamariki goals; uses knowledge of internal and external events to anticipate potential problems and to mutually resolve issues</p>	<ul style="list-style-type: none"> - facilitates open communication, establishes rapport; structures interaction toward a productive conclusion - establishes shared goals – describes and explores the issues and problems; increases awareness of implication of problems; gains commitment to shared goals - collaboratively develops solutions – seeks others ideas and suggestions for solutions; builds upon ideas and suggestions provided by others - influences actions – counters objections with statements of value; offers assistance, help; seeks help, assistance or co-operation; checks for agreement to action - displays flexible style – shows awareness and sensitivity to others; responds appropriately to different situations, people and ideas - acknowledges others; skills, experience, knowledge, creativity and contributions - can enter into intense discussions without personalising issues – passionate without personalities - encourages trust amongst team members through open and honest sharing of information - shows knowledge of the legislative, regulatory and policy components of the sector and environment and demonstrates sensitivity to the informal influences that operate in that environment - selects partnership-oriented action - initiates the sharing of information between groups and works across boundaries - identifies key influencers and leaders and establishes rapport with them - manages diversity – cultural differences, gender, multiple

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<p>11. Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Māori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.</p>	<p>viewpoints, special interest groups and age differences</p> <ul style="list-style-type: none"> - Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds; - Provides services to clients with sensitivity, understanding, and respect for the client’s culture; - Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them; - Is able to participate confidently and competently in situations that involve processes, systems and organisations based on ‘Matauranga Māori’.