

<b>Position Title:</b>	Service Desk Support Engineer
<b>Reports To:</b>	IT Support & Knowledge Services Manager
<b>Direct Reports:</b>	Nil
<b>Group:</b>	Information Technology
<b>Key Relationships:</b>	All AgResearch staff as system users.
<b>Location:</b>	Lincoln Campus

## WHO WE ARE

We are passionate innovators, dedicated to making a difference to the future of New Zealand by delivering world-leading research and through complex problem solving across diverse agricultural areas. We are respected by the scientific community for thought leadership, trusted by industry partners for the value we add to the sector, and admired by farmers and governmental stakeholders for all that we do to keep New Zealand at the forefront of global agricultural excellence.

We go beyond innovation to maintain AgResearch's role as a leading collaborator and contributor to New Zealand's worldwide agricultural reputation.

Our Vision is to drive economic prosperity by transforming agriculture while incorporating the fundamental concepts of sustainability, environmental responsibility and Vision Mātauranga.

## POSITION SCOPE & PURPOSE

As a member of the User Support Team, you will be the first point of contact for all Service Desk interactions with the wider organisation. Your focus is to deliver a professional, high quality and efficient service to our customers.

The role is also responsible for desktop support activity, including hardware builds & deployment, desk side visits and contributing to general service improvement and customer satisfaction levels.

Time is split between the two elements on an as required basis, with priority given to the Service Desk element during busy times.



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## KEY ACCOUNTABILITY AREAS

### FIRST AND SECOND LEVEL SUPPORT

- Accurately record, triage and resolve incoming incident & service requests.
- Ensure that SLA targets for assigned Incidents & Service Requests are met.
- Ensure that any SLA breaches or escalations are communicated to users and that IT Management are kept informed of progress.
- Employ a 'Right First Time' approach to ensure a high-quality service is delivered.
- Field incoming requests from end users in a courteous and professional manner.
- Apply diagnostic utilities to aid in troubleshooting.
- Assess and apply software updates, drivers, knowledge base articles, and frequently asked questions resources to aid in incident resolution.
- Identify and be familiar with appropriate software and hardware used and supported by the organisation.
- Test fixes to ensure incidents and service requests are resolved to user satisfaction.
- Perform post-resolution follow-ups as required to improve service effectiveness.
- Evaluate documented resolutions and analyse trends for ways to prevent future problems.
- Develop & publish end user documentation to the IT Knowledge Base (e.g. FAQs, "How-To" guides).

### HARDWARE DEPLOYMENT & SUPPORT

- Build & deploy new user computing devices and other equipment to agreed SLA targets.
- Maintain asset information in the CMDB (Configuration Management Database) so that it remains current for all Moves, Adds & Changes.
- Work with Science teams to manage equipment connected to research & analysis devices.
- Provide initial triage, diagnostics and incident logging for local equipment e.g.
  - Printers/copiers.
  - Telephony & mobile devices.
  - Video conferencing equipment.



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## SOFTWARE DEPLOYMENT & SUPPORT

- Install and, where appropriate, maintain software that is deployed in the environment, ensuring compliance with licensing agreements.
- Install and maintain software for specific clients as approved by IT Management.

## PROJECTS, INITIATIVES & SPECIAL ASSIGNMENTS

- Undertake Projects, Initiatives & Special Assignments as required to enhance IT service offerings to the organisation.

## HEALTH AND SAFETY

- Maintains current knowledge of AgResearch's Health and Safety Management policies, systems, and procedures.
- Ensures awareness of own responsibilities and the procedures to follow in relation to health and safety.
- Identifies and reports any hazards, near misses or incidents as per prescribed policy and procedures.
- Demonstrates safe workplace behaviour by taking all practicable steps to ensure own and other's safety in the workplace.
- Attends scheduled Health and Safety training and development initiatives on a regular basis.

## ORGANISATIONAL OBJECTIVES

- Reduced incident volumes and maintaining great customer satisfaction results are the key objectives for this role. This is achieved by:
  - Applying principles of continuous improvement by taking ownership for identification, analysis and investigation of work-related matters with the intent to improve, manage compliance and initiate best practice in our place of work.
  - Actively participating and contributing to performance conversations and personal development.
  - Embracing the AgResearch Values framework and developing your own behaviours to support these values.
  - Taking responsibility for understanding and applying AgResearch policy, processes, systems, and procedures on a daily basis.
  - Committing to accurate record keeping and providing timely information to customers.



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## PERSON SPECIFICATIONS

The person best suited to this position will possess the following:

### EDUCATION & QUALIFICATIONS

- An ITIL Foundation qualification is highly desirable.

### CAPABILITIES & EXPERIENCE

- A minimum of 18 months in a corporate Service Desk/Desktop Support/Corporate Customer Service environment.
- Experience with current Microsoft Windows operating systems and Office Suite applications.
- Current knowledge of typical end user devices; mobile phones, laptops, PC's etc.
- Well-developed problem-solving abilities.
- Excellent listening and demonstrable empathy skills.
- Professional – does what is right.
- Excellent written & verbal communications skills.
- Customer Focus – demonstrates ability to understand client requirements and maintains close relationships.
- Collaboration – works well within a team, both physically & virtually.
- Quality Orientation –shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- Action orientated – demonstrates ability to make decisions, takes initiative and acts.
- Innovative – prepared to push the boundaries but must be willing to follow established processes.



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## ROLE COMPETENCIES

Competency	Definition
<b>Positive Attitude</b>	Displays a positive disposition towards work.
<b>Detail Focus</b>	Performs work with care, accuracy and attention to detail.
<b>Flexibility</b>	Changes direction as appropriate based on new ideas, approaches and strategies.
<b>Planning &amp; Organisation</b>	Coordinates and directs activities to help achieve business objectives.
<b>Processing information</b>	Gathers, organises and analyses diverse sources of information.
<b>Listening to Others</b>	Listens and restates the ideas and opinions of others to improve mutual understanding.
<b>Taking Initiative</b>	Takes action without needing direction from others.
<b>Self-Management</b>	Demonstrates appropriate motivation, attitude and self-control.



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