

POSITION DESCRIPTION	
Title:	IT Administrator
Division/Department	Finance and Business Support
Company:	Presbyterian Support Southland
Reports to:	Director of Finance and Business Support
Direct reports:	None
Significant working relationships:	<ul style="list-style-type: none"> • Senior Leadership Team • Service Managers • Administration staff • IT Champions • External IT Contractor • Family Works IT Champion
<p>CHARTER</p> <p>Our vision is a community where all people can make the most of their strengths and feel included, valued and safe.</p> <p>To bring this vision into reality, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.</p>	
<p>Our Values:</p> <ul style="list-style-type: none"> • Respect – Manaaki: Respect for our heritage. • Compassion – Aroha: Compassion with empathy. • Family – Whānau Whānui: Celebration of family. • Community - Iwi whānau/Hāponi: Communities that make a difference. • Accountability – Whakatau tika: Holding ourselves accountable. 	
<p>Job Purpose:</p> <p>Triaging PSS internal client requests and responding within a timely manner. Escalating requests to external contract as and when required. Working alongside Director of Finance and Business to develop and enhance IT processes and projects within PSS.</p>	

Key Responsibilities

Responsibilities and key functions of the role include but are not limited to:

Key Areas of Responsibility	Accountability
Internal Customers	<ul style="list-style-type: none"> • Onboarding - Ensuring new staff are set up for technology prior to starting in their roles, with clear processes/training in place. • Offboarding - Ensure exiting staff have access removed in a timely manner, with clear processes in place for equipment return. • Utilise a helpdesk ticketing system to effectively manage IT support requests in a timely manner – including access to external contractors. • Ensure uniformity of process, system and products for staff and managers to achieve efficiencies.
Hardware	<ul style="list-style-type: none"> • In conjunction with the IT Contractor, ensure the network infrastructure can accommodate the capacity and availability of PSS services at all times. • Ensure user hardware needs are appropriately supported including developing and maintaining an equipment register. • Oversight of and user support for phone systems (ShoreTel), mobile phones, nurse-call/pagers, zoom/teams etc.. • Managing and recording the relocation of hardware as required. • Working with the Finance and Business Support Director to ensure approvals within budget for all hardware expenditure • Working within an agreed responsibility arrangement with the external IT contractor. • Disaster recovery systems are in place, tested and functional. • Ensure security of access to systems is actively managed.
Software	<ul style="list-style-type: none"> • Developing positive relationships with all software providers • Ensuring maintenance, licencing and security of application software. • In conjunction with the Director of Finance and Business Support work within budget for all software expenditure. • Working with the Director of Finance and Business Support to scope out the suitability of new software – supporting business cases. • Evaluation of effectiveness of software. • Working with staff and managers to ensure application use is optimised for efficiency.
External Service Providers	<ul style="list-style-type: none"> • In conjunction with the Director of Finance and Business Support, manage the relationship with external providers of technology services to ensure PSS is receiving optimal service, support and cost efficiencies.
Projects	<ul style="list-style-type: none"> • In conjunction with Management and external contractors, provide support for new IT projects.
Systems Analysis	<ul style="list-style-type: none"> • Undertake problem diagnostics and work with users and external contractors to resolve any issues.
General	<ul style="list-style-type: none"> • Responsible for general IT troubleshooting, installing, and configuring computer hardware, software, systems, networks, printers and scanners. • Provide support to Care Home Managers/Staff for replacement pagers and trouble-shooting for the Nurse Call system in conjunction with external contractor. • Respond in a timely manner to service issues and requests. • Prioritise between conflicting “urgent” requests, acting promptly where critical issues may arise. • In conjunction with The Director and Finance and Business Support ensure that the removal and destruction of ‘outdated tech’ is managed securely and in line with direction. • Identify opportunities for efficiency in process/system’s.

Health and Safety	<ul style="list-style-type: none"> • Adhere to PSS Health and Safety policies and procedures at all times – including reporting of incidents and hazard/risk's. • Adopt safe work practices (including a balance and wellness approach) and ensure contractors are also compliant. • Participate in Health and Safety and fire training as required. • Ensure a safe work environment. • Work within PSS policy and COVID alert levels at all sites at all times.
-------------------	--

Core competencies

Competency	Definition
Innovation/Problem Solving	Identifies new and leading edge solutions and applies them to the existing environment and highlights additional requirements and implements innovative solutions.
Client focus	Exceeds customer requirements by ensuring that their needs are met in a timely manner. Able to assist a broad range of people with varying degrees of technical understanding
Cooperative	Works cooperatively with colleagues both within their team and with the broader organisational context. Patient and practical with exceptional people skills and a proactive, positive attitude
Judgement	Makes appropriate and sound decisions after weighing alternatives; follows policies and procedures; thoughtful consideration for others opinions.
Communication	Communicates technical information in a clear, concise and respectful manner to internal clients of all experience and backgrounds.
Planning & Organising	<p>Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes. Engages effectively with Director of Finance and Business Support and proactively raises opportunities for PSS to provide support and wellness solutions.</p> <p>Analyses problems, breaks into core parts, investigates, evaluates and finds appropriate solutions to relevant problems.</p>

Experience and Technical skills

Experience	Previous experience in a similar role for a medium to large organisation
Technical/Professional Knowledge	Tertiary qualification in Information Technology preferred