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| **Position:** | **Kaiāwhina Punaha - Systems Administrator** |
| **Te Puni:** | Te Puni Tautoko Whakahaere - Organisational Support |
| **Reports to:** | Tumu Whakahaere Ratonga Pārongo - Manager, Information Services |
| **Location:** | Tari Matua, Te Whanganui a Tara - National Office, Wellington |
| **Date:** | September 2019 |

**ORGANISATIONAL STATEMENT**

The Te Puni Kōkiri approach to development and wellbeing is reflected through Te Ohu Whanake – sowing the seeds of development. It is an approach that seeks to:

* Create a solid platform of community-based relationship and engagement with whānau, hapu and iwi;
* Improve outcomes by focusing on Māori aspirations, and on opportunities and innovative ways to accelerate development;
* Position government to be an enabler and a partner, empowering Māori choices; and
* To create equity and equitable outcomes in an environment in which Māori can succeed, both here and abroad.

***Whānau Taurikura - Thriving Whānau****is our vision****.***

Whānau development and whānau-centred approaches sit at the centre of our policies, activities and initiatives.

For further information about Te Puni Kōkiri please visit our website: [www.tpk.govt.nz](http://www.tpk.govt.nz/)

**O TĀTOU WHAIPAINGA – OUR VALUES**

**Te Wero** – *We pursue excellence*.

We strive for excellence and we get results. We act with courage when required, take calculated risks and are results focused.

**Manaakitanga** - *We value people and relationships*.

We act with integrity and treat others with respect. We are caring, humble and tolerant. We are co-operative and inclusive.

**He Toa Takitini** – *We work collectively.*

We lead by example, work as a team and maximise collective strengths to achieve our goals.

**Ture Tangata** – *We are creative and innovative.*

We test ideas and generate new knowledge. We learn from others and confidently apply new knowledge to get results.

**Te puni Statement**

To ensure we can deliver on our priorities the Organisational Support Te Puni supports Te Puni Kōkiri to be match-ready through our:

* People Development (delivering on our Hoa Mahi experience)
* Business Systems that are effective, efficient and responsive
* Assurance and identification and management of risk

This done by providing the processes, systems and advice that enables the organisation to operate effectively, including:

* Information & Technology Services
* Finance & Procurement
* Communications
* Strategy & Planning
* Risk & Assurance
* Legal Service
* Human Resources & Capability
* Ministerials & Business Support
* Project/Programme Support
* Asset & Property Management

**Ratonga Pārongo** – Information Services

The Information Services Team provides reliable and secure access to electronic information and applications development within the Ministry and stable, integrated, secure and user relevant corporate databases and telecommunication services.

Job Description Updated & Certified: Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ /

**PURPOSE**

The Systems Administrator – Help Desk role is responsible for providing first and some second level support to Te Wheke to ensure the Ministry’s technical infrastructure of PC’s, servers, networks, telecommunications, and databases operate reliably, securely and with acceptable performance to agreed service levels.

**DIMENSIONS**

**Range of Influence**: Across the Te Puni Kōkiri user group. The range of influence is to provide first-line support to all of Te Puni Kōkiri staff, as well as AV support, and advising the organisation on hardware and meeting room solutions. Therefore, their range of influence in decision-making is medium-low.

**Leadership**: Nil

**Financial**: Nil

**Health and Safety**

Understand, promote and demonstrate a commitment to sound health and safety practices by applying Te Puni Kōkiri Health and Safety Policies and Procedures.

**SPECIFIC ACCOUNTABILITIES AND DELIEVERABLES**

* Customer support for Te Wheke (our wide area and local area Network infrastructure for data and voice – call receipt and handling. Requires personal, technical and analytical skills), and support for our manuhiri
* System Maintenance for Te Wheke (where appropriate and trained, job holder is expected to apply updates to system files for directory and security)
* Managing and recording flow of jobs as they come in (via email, phone, or kanohi ki te kanohi)
* Expert in Windows and maintain expert knowledge in current systems. Job holder to handle ‘how –to-use’ questions at first call (i.e. provide second level support) for these functions and any others nominated as areas of expertise.
* Be familiar with at least two of Exchange; SQL; Sweepers; Telephones; presentation technologies; AV technology. See above, second level support expected from two of these or similar areas.
* Follow Change Control and company procedures (as directed, these will differ by system. Requires an understanding of technical architecture and an appreciation of what is NOT known).
* Work tidy (clean handoff of problems, closure details, customer follow-up) and be structure in their approach to work.
* Ongoing development to expand staff level of proficiency of Te Puni Kōkiri IT and meeting room functionality.
* Assist in planning and setting up meeting rooms, and meeting technology. This includes sourcing technology, and providing recommendations to the leadership and property team.
* First line support queries from Te Puni Kōkiri staff for IT problems. The Systems Administrator/Help Desk will try to fix the problem they have, or escalate a query when required

**KNOWLEDGE, SKILLS AND EXPERIENCE**

Essential

* Understanding of, and exposure to, project management methodologies and practices
* Previous Help Desk or systems support experience
* Windows administration
* Microsoft Office experience
* Microsoft Exchange familiarity
* Demonstrated ability to transfer knowledge to user community in Te Puni Kōkiri
* High level of communication skills, problem solving and listening that results in reduction of repeat calls
* Analytical skills that enable accurate trouble shooting
* Strong customer service ethic
* Demonstrated ability to “think outside the square” when solving problems
* Understanding and experience in setting up and using video conferencing technology, AV technology, and other meeting room technology, and the ability to troubleshoot these technologies

Preferred

* Strong functional networks in the information services fraternity
* Strong networks in Te Puni Kōkiri staff

**SPECIAL REQUIREMENTS**

* Prepared to work outside normal working hours; and
* Travel.

**COMPETENCIES**

Our competency framework incorporates core abilities that are relevant across the organisation and technical abilities specific for each role. Our competencies are represented by the Poutama, symbolising the journey of growth and development that a person takes to realise their own potential, by developing in steps and building on the knowledge and skills that they already have. The following indicators represent the knowledge and actions required for the role.

## *Role Specific Competencies*

Role specific competencies describe technical requirements specific to a role:

**Planning/Project Management**

You are at Te Kākano when you:

**Understand role and expectations of team members**

* You need to have a basic awareness of the Ministry’s project management methodology.
* You need to understand your role and that of other team members on projects.

**Actively engage as a member of project teams**

You need to engage and collaborate in teams working on policy projects with close supervision and in a clearly defined role and with clear outputs. These project teams may work across directorate or division boundaries.

You need to seek and act on instructions and directions from senior colleagues, project managers and managers. You will be expected to:

* assist with project planning and reporting
* develop project plans for small-scale tasks or projects
* undertake simple project management tasks (like organising meeting times and venues) by yourself.

**Manage own time to deliver on expectations**

At entry level, you are only expected to manage your own time and work, not that of others.

In managing your own time and workload, you should:

* plan ahead so you deliver on expectations and assigned tasks
* seek clarification when expectations, deliverables, or timelines are not clear to you
* identify well in advance if you will have difficulty meeting expectations because of competing priorities, and work with the manager or lead analyst to develop strategies to manage the work

**Understand financial responsibility**

All employees at the Ministry are expected to have a responsible attitude to expenditure of taxpayer funds, avoid waste, and be mindful of the Ministry’s financial position.

This includes:-

* understanding and complying with the Ministry’s finance policies.
* You may be asked to research costs and assist with budgeting calculations for projects you are contributing to.

## *CORE Competencies*

Core competencies are relevant to all roles in Te Puni Kōkiri but may be required at different levels of ability and complexity. The following is required for this role:

**Māori Perspective**

* Have some understanding of Māori values and knowledge including its origins
* Have basic Te Reo Māori including some vocabulary and structure
* Have an understanding of tikanga and are confident in situations where observed
* Apply a Māori paradigm to your work
* Work alongside Māori groups and take the time to earn their respect
* Understand the basic principles of the Treaty of Waitangi from both Māori and Crown perspectives

**Leadership**

* Are committed to the kaupapa of the organisation and carry out work with professionalism
* Coach and mentor less experienced members of team
* Further the team’s goals
* Support other team members to complete tasks
* Take responsibility for being a team member
* Respond and adapt to any changing environment

**Relationship Management**

* Understand principles of Māori interrelationships and acknowledge when dealing with people
* Actively participate and enjoy building the capability of the team
* Promote a friendly, cooperative climate in groups and teams
* Identify stakeholder needs and follow up to address them
* Build and maintain the formal and informal networks and relationships that are important to the achievement of work objectives
* Show an interest in people’s issues and activities that go beyond the immediate work
* Engage others before making decisions
* Come face to face with conflict rather than trying to avoid it

**Communicating Effectively**

* Use basic Te Reo Māori in your work and know when it is appropriate to use
* Communicate kanohi ki te kanohi where possible
* Prepare and present clear and concise, written and verbal information to individuals or groups
* Set out arguments logically to persuade others
* Consider different communication methods and mediums to convey the desired message
* Deliver difficult messages tactfully
* Listen and ensure understanding of other people’s viewpoints
* Convey relevant information to interested parties
* Contribute important information to team discussions

**Results Orientation**

* Plan work and projects by identifying objectives, timeframes and priorities; then monitor and report on progress
* Solve problems by breaking down into parts, gather information from appropriate sources and identify the links between situations and information
* Incorporate Māori concepts and values into your work approach
* Recognise when problems or issues create risk and act to mitigate and/or advise appropriate others
* Pursue work with energy, drive and a need to finish
* Read changing work demands and respond positively

**Business Understanding**

* Model Te Puni Kōkiri’s values
* Align your work with organisation’s strategies and objectives
* Have a commitment to business policy and procedures and act to uphold them
* Understand roles and functions of business groups and how they interrelate
* Understand the basic principles of the Treaty of Waitangi and apply to your work
* Understand high level operation of government
* Understand and acknowledge relationships with other government agencies
* Maintain awareness of the political environment
* Consider impact of decisions on Te Puni Kōkiri’s stakeholders

**KEY RELATIONSHIPS**

**Internal**

|  |  |
| --- | --- |
| Contact | Nature and Purpose of Relationship |
| Team Leader  | TL will provide reporting line and coaching. Team member is expected to support and provide advice to the TL. |
| All internal Systems Administrators | To be able to efficiently and effectively hand off problems with Te Wheke and receive updates and closure. |
| All Te Puni Kōkiri staff | First stop for system problem solving and authorisation for system programme access.Affiliative and approachable. |
| Regional Staff | To be able to efficiently and effectively hand off problems with Te Wheke and receive updates and closure. To advise and assist with using meeting room technology. |

**External**

|  |  |
| --- | --- |
| Contact | Nature and Purpose of Relationship |
| Third Party providers of service to Te Puni Kōkiri. | To be able to efficiently and effectively hand off problems with Te Wheke and receive updates and closure. |

**DECISION MAKING AUTHORITY**

The schedule of delegated authorities detail those departmental and non-departmental decisions that this position is authorised to make. The following summarises the key decision making authorities.

**Human Resource Authority**

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| --- | --- |
| **Area of Delegation** | **Delegated Authority** |
| Recruitment | **nil** |
| Remuneration | **nil** |
| Development and performance | **nil** |
| Ending employment | **nil** |

**Financial Authority**

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| --- | --- |
| **Delegation Level** | **Nil**  |
| Maximum Expenditure Limit | Nil  |