

Job Description

Position: Information Technology and Project Administrator	
Grade: 12	Date: April 2024
Reports to: Technology Manager	

Te Tirohanga Whakamua; Our Vision:

To be the skills engine driving the economic and social development of the Central North Island.

Nga Whāinga; Our Goals:

- Partnerships that make a difference
- An Institution for the 21st Century
- All our people are equipped for the new world
- Global outreach and globalization

Nga Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa whakaaro
- Agility – Kia kakamā

Purpose of the Position:

The Administrator is responsible for providing coordination and administrative support to the Information Services & Technology (IS&T) team, as well as working collaboratively with other departments across the organisation.

The administrator will be responsible for the coordination support needed in procurement, maintaining and renewing operational IT contracts and subscriptions.

Staff reporting to this role:

Nil

Internal Relationships:

- Technology Manager
- IS&T team members
- UCOL Project Managers
- UCOL staff
- UCOL Finance and Facilities Management teams

External Relationships:

- External contractors
- External vendors

- Learners

Key Result Areas

Key Performance Indicator (KPI) 1 - General IS&T Administration

To provide timely, effective and consistent support across the Information Services and Technology team as required.

What will I be doing?	How will I know I am doing it well?
Provide general administrative support to the IS&T team as required	IT activities function effectively and the IS&T team is well supported.
Maintain and develop the administrative processes associated with IT service delivery at UCOL, including software and hardware procurement, contract processing, user administration, asset management, licensing, and financial processing.	IS&T administrative processes deliver services as expected and are highly efficient, minimising delays and expenditure.
Develop proficiency in the use of UCOL Information Systems to carry out the duties of the position.	UCOL systems are regularly and effectively used to carry out the role.
Work with key external hardware, software and service vendors regarding the provision of goods and services.	External services are procured and delivered as required.
Assist with the provision of support to UCOL staff and students if necessary.	Staff and students received capable, friendly support and service.
Assist UCOL staff with general administrative support relevant to the position.	Administrative support activities are carried out effectively as required by the organisation.
To actively seek out ways to continuously improve the administrative support.	Positive improvements are made to gain efficiency, accuracy, and effectiveness in IS & T.

Key Performance Indicator (KPI) 2 – Project Administration

Provide effective and efficient project management administration that supports the achievement of UCOLs project achievements.

What will I be doing?	How will I know I am doing it well?
Support IT project managers to deliver projects.	UCOL IT project managers and contractors will have the appropriate administrative support to carry out and coordinate project activities.
Maintain and contribute to documentation for UCOL IT-related projects.	IT project registers, project documentation, and meeting minutes will be of high quality, up to date, and consistent across all projects.
Coordinate logistical activities associated with IT projects. Activities include scheduling of meetings and required resources, supporting staff resourcing, on-boarding of external resources, desktop research, minor projects and work packages.	Project activities, personnel and resources will be well supported, informed and scheduled to be available as needed.
Update and maintain IT project budgets, including individual project budgets (expenditure and forecasting, purchase order and invoicing processing, preparation of	All project budget information will be accurate and up to date, and project-related purchases will be timely and in accordance with UCOL procurement policies.

capital purchase requests and completion of procurement tasks)	UCOL approval processes and financial delegations are adhered to.
Assist Project Managers to produce project reports.	Project reports will be accurate and timely, and provide sufficient information for decision making by project sponsors.
Assist with the administration of projects in other areas of UCOL as necessary.	Project activities across UCOL will be well supported and use consistent methodology and processes.

Key Performance Indicator (KPI) 3 – Software Licensing and Contract Management

Oversee the administrative aspects of UCOLs software licensing and contract management in relation to IS&T services.

What will I be doing?	How will I know I am doing it well?
Process the ordering, payment and allocation of licenses for all UCOL software.	Software is purchased and installed in a timely manner.
Maintain renewal of contracts and any procurement administration required.	Stakeholders are engaged early to feedback future requirements, with all renewals completed on time with no loss of service.
Assist with the evaluation of the suitability of license arrangements for proposed new software.	New software licenses are appropriate and best meet the needs of the organisation.
Maintain an inventory of all software licenses.	UCOL has a good understanding of all software assets currently in use.
Prepare IT service contracts from external providers for management review and signing.	Contracts are processed efficiently.

Key Performance Indicator (KPI) 4 - Financial Processing and Monitoring

Provide accurate, effective and efficient financial administration.

What will I be doing?	How will I know I am doing it well?
Create and maintain accurate and timely financial transactions in accordance with UCOL financial policies and procedures.	IS&T financial transactions are efficiently processed and all financial activities are within policy.
Process invoices and create purchase orders for projects and IT goods and services.	IT goods and services are effectively ordered and paid for.

Key Performance Indicator (KPI) 5 - General Requirements

Be a positive and proactive team member with the IS&T team to ensure the wider goals and objectives are achieved.

What will I be doing?	How will I know I am doing it well?
Actively participate in and support a positive and inclusive IS &T team culture.	Users receive a consistent support experience from all IS&T staff.
Provide support to IS&T Team members as required.	IS&T staff are receiving effective support.
Participate in regular IT Team meetings, including accurate and timely recording of meeting outcomes if required.	IS&T team meetings are recorded and documented.
General administration tasks as required, including but not limited to: documentation	General administration is completed as requested.

and record keeping, responding to enquiries by phone, email, or in person.	
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Key Performance Indicator (KPI) 6 - Health and Safety:

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a “Worker” and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL’s Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn’t do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and enter into the electronic health and safety management system (Vault).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.

Core Competencies

Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL’s Cultural Competency Framework).

- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of te Reo Māori.
- **Empowerment** – demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to 'Staff Competencies' on our website or the Teams Portal.

Professional behaviours – how we behave at work.

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| • Dependable/compliant | • High Emotional Intelligence |
| • Resilience | • Shows initiative |
| • Flexibility | • Ethics and integrity |
| • Risk Conscious/ Zero Harm Attitude | • Personal responsibility |
| • Self-Insight | |

Work practice – how we achieve results.

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|-----------------------|------------------------------------|
| • Achievement | • Digital competence / IT literacy |
| • Mental Power | • Information |
| • Critical Thinking | • Communication |
| • Logical Reasoning | • Innovative |
| • Numerical Reasoning | • Safety |
| • Results focus | • Problem-solving |

Relationships – how we work together.

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|-----------------------------------|--------------------------|
| • Communication | • Building relationships |
| • Verbal Reasoning | • Strategic agility |
| • Teamwork | • Values diversity |
| • Negotiation/Conflict management | • Collaboration |
| • Keeps student focus | |

Customer and Business Support Competencies

- **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including students and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.
- **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.
- **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.
- **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

Qualifications and/or Skills

- 2-5 years' experience in an IT administrative role within a service-oriented organisation.
- Significant experience with Microsoft services.
- 2-5 years' experience with financial transaction processing (orders, invoices, budgets).
- Experience in the administrative processing of contract and license agreements.
- Experience with a range of IT services and technologies.

Personal Characteristics/Attributes

- Maintain professional and service-oriented relationships with other staff, faculty, students, and work in a collaborative manner.
- Able to communicate effectively with a wide range of people at all levels helping them to understand and act on information.
- Able to work effectively under pressure, prioritise, be proactive, and meet deadlines. Able to follow through on issues and attend to detail.
- Maintain confidentiality of work related information and materials.
- Able to quickly grasp and use unfamiliar software and technology.
- Able to work with a diverse team in a fast-paced environment.
- Enthusiastic and able to thrive in an atmosphere of constant change.
- Passionate about continued learning to stay abreast of industry trends.

Other Requirements

- Must have a full driver's licence.
- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.

We aim for a “can-do!” attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.