

## Service Desk Analyst

### Kaupapa | Purpose

To enhance technology use across UCOL by providing technical support to kaimahi and ākonga, onboarding and offboarding of new staff and related training.

The Service Desk Analyst role encompasses various specialisations. Each analyst will concentrate on one or more key areas of responsibility aligned with their skillset.

Ability to travel regularly to our other campuses is a must and will form part of the service the Digital Team provides to the business.

Location: Palmerston North

Reports to: Service Delivery Manager

Team: Digital

### Tō mātou tirohanga roa | Our vision

Whakairohia he toki, tāraia te anamata | Learning with purpose, creating our futures

### Tō Mātou Pūtake | Our purpose

Te Pūkenga provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge, and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

### Tā mātou whakahaerenga | Our Organisation

UCOL's roots began in 1892 in Whanganui, joined by Wairarapa in 1896, Palmerston North in 1902 and Horowhenua in 2017. Adapting to the growing needs of a young nation, UCOL's innovation and agility has a compelling track record.

UCOL in its many forms has been part of the community for more than a century. We are a proud example of a successful Institute of Technology and Polytechnic. We have a rich heritage and much to contribute to the future of vocational learning. UCOL is a valued and essential partner and is known for leading vocational education and training opportunities



**Service Desk Support**

- Answer all service desk queries in a helpful and timely manner, provide technical support and keeping the user informed of progress when a call or request cannot be solved immediately. Escalate as required
- Develop positive relationships with kaimahi and ākonga, and identify their technology requirements
- Research and evaluate new options to address problems and secure approval for their implementation

**Device Management**

- Ensure timely deployment and installation of new computers and any associated peripherals for new kaimahi
- Provide setup, maintenance and support for mobile devices, escalating any issues to the appropriate Digital team member
- Address or escalate device management, policy application and application deployment issues
- Assist with setup of video conferencing and other technical equipment as required

**Moodle Support**

- Provide first level Moodle Support and triage issues ensuring details and issue information are logged correctly
- Assist Digital Education Team with rollover of Moodle content between semesters
- Escalate issues that can't be resolved to the Digital Education Team as appropriate

**Documentation and Training**

- Maintain relevant documentation, asset records and update knowledgebase articles as required
- Provide ad hoc training on specific hardware or software to kaimahi and ākonga

**Digital Team Support**

- Assist other Digital team members as required
- Contribute to specific Digital related projects as required
- Keep up to date with technology products and systems

An appropriate industry recognised qualification that is representative of one or more of the key areas of responsibility

Proven experience working with Microsoft technologies

Knowledge of other technology solutions, video conferencing, mobile devices

Troubleshooting skills, ability to diagnose and resolve technical problems efficiently

Excellent customer service, relationship building and communication (written and verbal) skills

Experience working in a similar role, preferably a Service Desk support role at Level 2 - 3

A degree of understanding and recognition of Te Ao Māori and Mātauranga Māori

A basic knowledge of Moodle platforms and its tools in a tertiary education setting

Full Drivers Licence

**Desirable**

ITIL IT Service Management Certification

A+ Certification in Hardware, Software or Networking

Previous experience in administrative tasks in Active Directory and Microsoft 365 systems



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## Standard clauses

### Health and Safety Clause (all Kaimahi)

Under the Health and Safety at Work Act 2015, you must take reasonable care of your own health and safety and that of others affected by your actions at work. This includes complying with UCOL's health and safety policies, procedures, and relevant legislation. You must identify and report hazards promptly, use equipment and PPE correctly, report incidents and near misses immediately, and participate in health and safety training and initiatives. Active engagement in improving health and safety practices is expected.

**At Te Pūkenga, all roles hold collective responsibility for delivery of our Te Pūkenga competencies. As it applies to this position you are required to give effect to:**

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritizing the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacifica and disabled ākonga and their whanau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.



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Waiaro | Be

## Ngā Uara | Our Values

### Whanaungatanga | Relationships

Connecting with people and establishing meaningful relationships built on trust and integrity is vital. Great relationships result in collaboration, partnerships and unity. At UCOL, we embrace diversity and inclusivity for all people.

### Kia eke panuku, eke Tangaroa | Excellence

Everywhere we look at UCOL we seek innovation and quality that defines us as a high performing institute. We strive for excellence in our programmes, our teaching methods, our resources and systems and processes. We want to see people excelling at what they do and are proud of what we achieve.

### Te huringa tangata | Transformation

Transformation requires inspiration, and bold, courageous behaviour. We take pride in being a part of the transformation that occurs in our students as they become successful graduates and alumni. UCOL is always looking at fresh ideas.

### Kia kakamā | Agility

Agility is about us working in many different ways, being adaptable and agile in the way we work with others. Through engagement, empowerment and innovation we develop deeper understanding and discover new ways of achieving our goals.

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Ngā Hononga Mahi |  
Working relationships

### Functional Relationships

#### Internal:

Service Delivery Manager, Digital Education Team, Digital Services Team, All kaimahi

#### External:

Ākonga, Te Pūkenga subsidiaries

### Resource delegations and responsibilities:

Nil.

