



# Abuse in Care

## Royal Commission of Inquiry

### Desktop Support Technician

The Abuse in Care Royal Commission is investigating the abuse and neglect of children, young people and vulnerable adults who were in the care of the State and faith-based institutions between 1950 and 1999.

Te Tiriti o Waitangi is the founding document of New Zealand and the Royal Commission is committed to applying the principles of Te Tiriti to the Inquiry - our terms of reference recognise the status of iwi and Māori under Te Tiriti, and ours is the first Inquiry of this nature that formally acknowledges its indigenous population in this way. The Inquiry will partner with Māori throughout the inquiry process and will give appropriate recognition to Māori interests, acknowledging the disproportionate representation of Māori (particularly of children and young people in care).

### Our vision

Transforming the way, we, as a nation, care for children, young people and vulnerable adults in our communities.

### Our values

Fairness and balance

Independence and determination

Transparency

Aroha

To learn more about the Royal Commission visit [www.abuseincare.org.nz](http://www.abuseincare.org.nz)

### Role details

<b>Business unit</b>	ICT Team	<b>Directorate</b>	Business Support
<b>Reports to</b>	Chief Information Officer	<b>Location</b>	Wellington
<b>Direct reports</b>	Nil	<b>Indirect reports</b>	Nil
<b>Financial Delegations:</b>	Nil	<b>Non-Financial Delegations:</b>	Nil

### Business Support Directorate

The Business Support Directorate provides Finance, Events and Logistics, HR including Recruitment and Health Safety and Wellbeing, ICT, Information Management, Procurement, Property and Security, and Transition Planning services, to the Commission. The Directorate’s purpose is to support the effectively delivery of the Royal Commission’s programme of work.

## What you'll do

As Desktop Support Technician you will be accountable for providing desktop support service to the Royal Commission.

You will be the point of contact for IT incidents within the organisation and provide level one and two support for incidents reported via phone or onsite. Face to face customer support is required for such things as desk set up, desk moves, new starters and meeting room technology support.

You will report to the Chief Information Officer and work closely with other members of the team to support all end users.

Accountabilities	Responsibilities
Desktop Support	<ul style="list-style-type: none"> <li>▪ Liaise with DIA helpdesk and IT support to ensure issues are prioritised and dealt with in a timely manner.</li> <li>▪ Identify and solve computer software and hardware problems.</li> <li>▪ Keep records of software and equipment.</li> <li>▪ Respond to requests for technical assistance in person, via phone, or electronically in a timely manner.</li> <li>▪ Diagnose and resolve technical hardware and software issues assigned to them.</li> <li>▪ Research solutions using available information resources.</li> <li>▪ Follow standard service desk procedures.</li> <li>▪ Log all service desk interactions and document issue resolution.</li> <li>▪ Maintain accurate inventory of all hardware, software resources and parts.</li> <li>▪ Identify and effectively prioritise situations requiring urgent attention.</li> <li>▪ Track and route problems and requests and document resolutions.</li> <li>▪ Support iPhones, including remote management using Microsoft Intune.</li> <li>▪ Support of video conferencing technologies, particularly Zoom.</li> </ul>
User Management and Support	<ul style="list-style-type: none"> <li>▪ Analyse user problems and suggest how to prevent future problems.</li> <li>▪ Update and repair equipment.</li> <li>▪ Install and support user applications as required.</li> <li>▪ Advise users on appropriate action, including providing education as necessary.</li> <li>▪ Issue new devices to staff and assist with on-boarding.</li> </ul>
Vendor Engagement	<ul style="list-style-type: none"> <li>▪ Raise tickets and liaise with vendors to resolve issues for end users.</li> </ul>
Stakeholder Management	<ul style="list-style-type: none"> <li>▪ Maintain excellent communication with all end users and other members of the ICT and Business Support teams.</li> </ul>
Other	<ul style="list-style-type: none"> <li>▪ Stay current with system information, changes and updates.</li> <li>▪ Project work as required.</li> <li>▪ All other duties as required.</li> </ul>
Te Tiriti o Waitangi	Carry out duties in ways that are consistent with, and honour the Commission's commitment to, Te Tiriti o Waitangi.
Risk Management	<ul style="list-style-type: none"> <li>▪ Comply with specific legislative requirements, adhere to the Royal Commission's policies and procedures, and report or escalate risks, issues and events.</li> <li>▪ Maintain a strict sense of professional ethics, confidentiality and privacy, and abiding by the public service Code of Conduct.</li> </ul>
Travel	<ul style="list-style-type: none"> <li>▪ Travel may be required for this role.</li> </ul>
Health, safety and wellbeing	<p>Everyone is required to:</p> <ul style="list-style-type: none"> <li>▪ Take reasonable care for their own health, safety and wellbeing.</li> </ul>

- Take reasonable care that they do not adversely affect the health, safety and wellbeing of other people.
- Co-operate with any reasonable workplace policy or procedure that has been communicated including prompt reporting of health and safety incidents.
- Comply with any reasonable instruction that is given by the Commission to allow it to meet with its health and safety obligations.

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ A relevant qualification in IT or demonstrate experience working with software and hardware issues.</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>▪ An understanding of ICT systems, processes and protocols in government.</li> <li>▪ Previous experience in a Helpdesk or desktop support role.</li> <li>▪ Confidence in cultural and disability approaches including tikanga Māori.</li> <li>▪ Customer relationship skills.</li> <li>▪ Solid problem-solving skills.</li> <li>▪ Good written and verbal communication skills.</li> <li>▪ Focus on continuous improvement.</li> </ul>
<b>Variations to Duties</b>	<p>Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended in consultation with the employee by addition, deletion or alteration as required to adapt to changing conditions.</p>
<b>Inclusion and Diversity</b>	<p>The Commission welcomes and celebrates diversity and seeks to provide equal opportunities for all people including Māori, Pacific People, LGBTITQA+, and disabled communities to participate in the work of the Commission.</p> <p>Your work life balance is important to us. We acknowledge that non-standard working practices can often be a preferable way for people to work to help them maintain a healthy work life balance. We will proactively work with you to make your flexible working arrangement work where possible</p>

### Key relationships

Internal	<ul style="list-style-type: none"> <li>▪ Senior Managers</li> <li>▪ Other Royal Commission employees</li> <li>▪ Internal Clients</li> </ul>	External	<ul style="list-style-type: none"> <li>▪ DIA ICT Team</li> <li>▪ Service providers</li> </ul>
Last reviewed		October 2021	