POSITION DESCRIPTION

Helpdesk Analyst

July 2021

Location	National Office- Wellington
Hours of Work	40 hours a week
Overview	Family Planning is New Zealand's leading sexual and reproductive health organisation. We believe people should have access to quality services and information so they can make informed choices about their sexual and reproductive health. More information can be found on our website at www.familyplanning.org.nz
Purpose of Position	Provide helpdesk and application support services to all Family Planning staff across both on premises and cloud-based systems. To contribute to the growth, development and engagement of our digital workspaces technologies.
Responsible to	Manager, Information Systems
Responsible for	Nil

Functional Relationships

Internal:	All Family Planning staff; in particular IT staff, clinical admin staff, managers, business analyst and finance Staff.
External:	Product vendors and support providers Maintain linkages with IT networks working in health

Position Accountabilities

Key Accountability	Expected Result
Helpdesk Support	• Provide first level support for all IT helpdesk calls and where jobs cannot be resolved escalate to the appropriate people as required. • Staff are supported in their use of Family Planning systems and computing and communications technology, both on-premise or cloud based. • Document and track case histories, issues and actionable steps taken within the IT helpdesk system. • Helpdesk jobs are responded too within acceptable timeframes. • Answer calls to the IT helpdesk phone line as required and voicemail box cleared regularly. • Be available to be on-call during rostered Saturday morning shifts. • Provide expert guidance to staff to ensure consistent use of supported applications, including websites, cloud services and the company's intranet, in accordance with Family Planning best practice and guidelines. • Ensure usage and help guides for all Family Planning software applications and in place and kept up to date. • Ensure that training needs of staff are met by developing and providing adequate training and learning resources.
Systems and Application Administration	• User accounts are created and deactivated across all relevant systems. • Desktop, laptop and mobile devices and effectively managed. • Liaison with product vendors and support providers relating to defects or issues in supported applications, systems or hardware, and provide active management of these defects, issues and any resulting warranty claims. • Peripheral devices function correctly, lodging and managing support cases with relevant providers as needed. • Maintain procedural documentation, including vendor or support provider contact details, for configuration and proper usage of all supported applications. • Provide administration tasks for all Family Planning software applications, both web based and server based, including corporate websites and the intranet. • Setup and configuration of staff accounts, data forms and other application administrative tasks.

	• Maintain procedural documentation for supported applications, databases and reports. • Assist with planning and testing of system and application upgrades, including documentation and communication with staff. • Asset management system kept up-to-date with details of deployments of all IT assets • Ensure an understanding of disaster recovery plans and backup and recovery procedures. • Network health is monitored and issues responded to as they arise. • Working relationship with service providers is maintained, working with them or their agent s to resolve issues.
Emergency Management Team	• Participates in emergency management team as required.

Family Planning Competencies	
Supports Family Planning's Vision and Philosophy	• Demonstrates knowledge of and commitment to Family Planning's Strategic Framework and Action Plan by actively working towards achievement of the five Outcome areas. • Demonstrates knowledge of and commitment to Family Planning's philosophy.
Communication	• Communicates clearly and effectively with clients, other staff and those outside Family Planning. • Communicates issues and ideas clearly and keeps team members, supervisors etc well informed.
Confidentiality	• Maintains confidentiality within guidelines set by Family Planning.
Māori Cultural Responsibility	• Demonstrates knowledge of Family Planning's Māori Responsiveness Plan. • Understands the principles of the Treaty of Waitangi.
Team Work	• Understands own and others positions and roles in achieving team objectives. • Demonstrates flexibility and adaptability to work with a diverse range of people. • Gains input from others and seeks out ideas and opinions, as appropriate.
Quality Improvement	• Incorporates the principles of continuous quality improvement into all activities. • Contributes to meeting the objectives of Family Planning's quality plan.

Health and Safety	• Complies with all health and safety procedures to ensure their own safety and the safety of others in the workplace. • Actively participates in maintaining a safe working environment at Family Planning.

Limitations on Authority

Authority	Delegation Level
Financial Delegation	nil
Budget held	nil
Number of staff reporting directly	nil
Number of staff reporting indirectly	nil

Ideal Person Specification

The person best suited to this position will ideally possess some or all of the following:

Skills, Knowledge and Qualifications	
Skills & Knowledge	• Knowledge of general IT systems including networks, windows desktops and server operating systems. • Excellent analytical and problem solving skills. • Experience troubleshooting IT-related problems. • Knowledge of bpoth on-premises technologies and cloud based service – particularly MS365. • Knowledge of relational database concepts and terminology. • Knowledge of technologies in the health industry, particularly the Indici Patient Management System is desirable.
Qualifications	• Relevant tertiary education
Other requirements	• Excellent communication and stake holder management skills. • Strong documentation skills. • Ability to work autonomously. • Forward thinking in the potential use of future technology. • Innovative in generating new ideas and alternative approaches. • Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes. • Able to build rapport with and communicate with people from different cultures, backgrounds and ages. • Knowledge of the New Zealand health sector (desirable).

Other details

Family Planning needs to maintain a flexible working structure due to the changing environment that we operate in. To reflect this, position descriptions are reviewed on an as required basis and they may be varied from time to time.