Job Description

Position Title	IT Desktop Engineer	**Team/ School:**	IT Department Corporate Registry
Position Holder		**Date**	September 2025
Reports to		**Location**	Whakatāne

Agreed By (Please Sign)

Position Holder

Manager/Team Leader   Date

HR Manager   Date

Organisational chart: Chief Executive Officer → Chief Financial Officer → IT Manager → IT Administrator; Application Support – SharePoint Intranet/ Website; IT Infrastructure Support Engineer x 2.0; IT Desktop Engineer x 2.0 & IT Technician – Help Desk 1.0; **IT Desktop Engineer 1.0**; Print & Photocopy Administrator; Senior Graphic Designer; Academic Resource Developer; Administrator eWananga Content; Tech Pā Learning Facilitator

STATEMENT

The Wānanga:

- **is firmly committed to the principle of equal opportunity for all and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.**
- **provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.**
- **is committed to providing a workplace free from harassment.**

PURPOSE OF POSITION

The IT Desktop Engineer position will:

- Provide system administration and maintenance support for Wānanga computer environments and instructional technology.
- Provide technical advice, education and support on the use of IT equipment to Wānanga staff and students.
- Maintain concise record keeping of fault management activities.

DIMENSIONS AND AUTHORITY

Staff: Nil
Financial: Nil

RELATIONSHIPS

Internal:

- IT Staff
- Academic Staff
- Administration Staff
- EA to CE
- Heads of Schools
- Registry Staff
- Marketing Department Staff
- All Staff

External:

- IT Hardware Suppliers
- IT Software Vendors and Contractors

KEY RESULTS AREAS

The role encompasses the following major functions or Key Result Areas (KRA):

1. Helpdesk and Support
2. Technical Support, Education and Advice
3. Scheduled Workload Maintenance
4. Effective Communication and Customer Focus
5. Team and Personal Effectiveness
6. Other Corporate Activities
7. General Requirements

Key Result Areas What am I meant to do?	How do I know I'm successful?
KRA 1: Helpdesk and Support • Provide Wānanga users with resolution support for IT faults via telephone, face-to-face or remotely. • Maintain clear concise record keeping of fault management activities. • Document fault analysis process. • Communicate with stakeholders on a regular basis, fault resolution progress.	• Logged/registered CRM user IT faults are resolved within a defined timeframe depending on priority of fault. • Trouble-shooting skills are applied to resolve faults. • Resolution processes are documented and evidenced. • Users are provided with regular updates on fault resolution progress.

KRA 2: Technical Support, Education & Advice	
• Develop quick IT user guides for resolving simple IT faults. • Provide Wānanga staff with support, education and advice on the use of IT equipment. • Set up and support Zoom video conferencing. • Provide IT support for teaching spaces – projector presentations, video conferencing, and air media. • Provide Wānanga students with support using Wānanga-provided services.	• CRM additional notes with relevant information pertinent to fault progress or resolution are maintained. • Resolution processes are documented in detail within CRM, with the intent of collecting FAQ-type information for common faults. • Where a fault becomes a common theme, quick user guides are documented and developed so users can carry self-checking/fault resolution before logging a fault as a major problem. • Understand the detail of technology used within the Wānanga, its purpose, risks, impact to students, and the level of capacity. • Run training sessions where applicable and when requested for staff and students requiring advice and education on the use of specific technology that delivers outcomes for a stakeholder, staff and or students. • Student issues are resolved in a timely manner.
KRA 3: Scheduled Workload Maintenance	
• Undertake maintenance schedule workload on Wānanga computers and instructional technology.	• Rostered regular checks of IT equipment in lecture theatres and teaching rooms are completed.
KRA 4: Effective Communication & Customer Focus	
• Collaborate with key suppliers. • Provide clear and concise communication	• Constant communication with key suppliers is maintained to provide resolution support. • Ongoing learning from key IT suppliers is maintained. • Suppliers are engaged with in a timely manner on key issues/faults. • The supplier is educated on change control practices. • Effective communication with stakeholders. • A strong customer focus is maintained.
KRA 5: Team and Personal Effectiveness	
• Provides relief to team members as required. • Fosters good communication.	• Team is supported as required. • Feedback evidences good communication is fostered with the team and other staff members.

• Contributes to continuous improvement initiatives. • Continual updating of knowledge and skills relating to technology, administrative systems and other aspects of the position.	• Work processes are updated on an annual basis. • Professional development and training are undertaken as required. • Collaborate with IT staff to provide input into improving help desk services.
KRA 6: Other Corporate Activities • Comply with all legal and Awanuiārangi requirements for records management. • Undertake any other duties as may be required by line manager. Participates in Awanuiārangi events as required.	• All legal and Awanuiārangi requirements are complied with in respect of the administration and management of all Awanuiārangi records. • Demonstrated flexibility and willingness to assist with other duties as required. • Evidenced by observation.

7: General Requirements of all Wānanga Employees

- Possess a student-centric work ethic. Actively seek to provide the best possible service to our students.
- Promote the Wānanga as a positive and dynamic learning environment.
- Strive for high student retention and success.
- Meet your obligations under the Health and Safety at Work Act 2015 by.
  - Being responsible for maintaining a safe and healthy workplace
  - Following health and safety rules, policies and procedures,
  - Reporting accidents, injuries and unsafe equipment, practices or conditions
  - Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.
- Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines.
- Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice.
- Comply with information and records management policies, standards, guidelines, and procedures.
- Be culturally aware and uphold EEO in all aspects of work and development.
- Participate in the Wānanga appraisal process.
- Improve and develop yourself through training and professional development opportunities.
- Undertake any other key duties as agreed with your manager.

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

Person Specification

Technical/Professional Qualification	
Essential	**Desirable**
• Relevant IT qualification at diploma level • OR equivalent relevant IT experience of at least 2 years. • Full class 1 driver's licence.	• Relevant IT qualification or experience
Experience	
• At least two years' experience in a help desk environment. • Experience with audio visual equipment and video conferencing.	• Prior experience with the use of instructional technology in an Academic environment. • Experience in the tertiary sector.
Skills and Attributes	
• Comprehensive understanding of the latest Operating Systems. • Comprehensive understanding of change control processes. • Strong understanding of installing hardware in Server and Domain managed environments. • Strong technical understanding of configuring user defined profiles. • Strong computer skills and the ability to troubleshoot and diagnose problems. • Basic Te Reo Māori skills and a willingness to improve Te Reo Māori skills beyond basic.	• Good understanding of network technology. • Comprehensive knowledge of Microsoft CRM and SharePoint tools. • Intermediate level Te Reo Māori skills.
Competencies	**Looks Like**
Values Alignment Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.	• Examines and clarifies personal values and behaviours. • Communicates and models organisational values. • Uses organisational values in decision-making. • Manages own personal development and learning.
Tauira/Customer Service Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.	• Focuses on tauira/customer needs and meets or exceeds their requirements • Clarifies tauira/customer needs • Confirms satisfaction • Listens and empathises • Develops approaches that provide total solutions for tauira/customers.

Interpersonal Skills Demonstrates an ability to use a variety of interpersonal techniques to effectively deal with a variety of people and situations.	• Uses good listening and questioning techniques. • Develops good rapport with people at all levels. • Accurately interprets others' behaviour and adapts own approach accordingly.
Problem Solving Demonstrates an ability to successfully manage problems with high complexity and a long-term focus.	• Adopts a long term rather than short term view when seeking solutions. • Generates solutions which meet the needs and agendas of the parties involved. • Manages problems with high complexity.
Work Standards Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.	• Sets high performance standards. • Emphasises high standards to others. • Shows pride when standards are met. • Shows dissatisfaction with substandard performance.
Attention to Detail Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.	• Clarifies details of tasks. • Completes all details. • Checks outputs for accuracy and completeness. • Follows established procedures. • Maintain checklist to cover details.
Technical/Professional Knowledge Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.	• Understands technical terminology and developments. • Knows how to apply a technical skill or procedure. • Knows when to apply a technical skill or procedure. • Performs complex tasks in area of expertise.
Teamwork/Collaboration Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.	• Contributes to team development, shares ideas and achievement of results. • Clarifies roles and responsibilities, and priorities. • Looks to help others. • Supports team decisions and shares accountability within the team. • Works co-operatively and exchanges information freely.

TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

VISION

Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakiia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

MISSION

Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.

Parau ana tēnei ara whāinga, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.

Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.

Haere mai... Me haere tahi tāua.

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.

VALUES

Manaakitanga: To respect and care for students, our manuhiri, our communities and each other.

Whanaungatanga: To value all relationships and the kinship connections with our students, our communities and each other.

Kaitiakitanga: To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

Pūmautanga: To commit to excellence and continuous improvement in everything we do.

Tumu whakaara: To inspire and ethically lead through example and outstanding practice.

BACKGROUND

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhuatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne, Tāmaki Makaurau (*Auckland)* and Wairoa. We also deliver on marae across the Te Ika a Maui *(North Island).*

Information Technology Services Department

The Information Technology Services Department provides integrated ICT strategies to assist Awanuiārangi in reaching its strategic goals.
The team is responsible for a diverse range of IT support operations including:

- Deploying approved ICT projects aligned to the ISSP and Wānanga TEC Investment Plan.
- Onsite help desk IT to support staff.
- Providing rostered support for student noho in Auckland and Whangarei, and weekend on-call roster
- Consulting and advising on technology trends, impacts, risks and relevance for the Wānanga.
- Maintaining Video Conferencing systems infrastructure.
- Living the customer values of the IT Department that produces quality ICT support for students and staff.
- Supporting relevant infrastructure and technical components of mission critical applications.