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|  HAWKE'S BAY District Health Board Whakawāteatia | POSITION TITLE | Service Desk Technical | | |
| | DIRECTORATE | Information Services | DEPARTMENT | Service Hub |
| | REPORTING TO (operationally) | Service Desk Team Leader | REPORTING TO (professionally) | N/A |
| DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS | This role covers the Information Services Directorate in the Hawke's Bay District Health Board (HBDHB) Staff reporting - Nil | | | |
| PURPOSE OF THE POSITION | To provide timely, quality customer service to customers and stakeholders. To provide Service Desk analyst functionality when call flows are at peak levels or when directed to ensure the team meets customer expectations and SLA's. To provide on-site solutions face to face to resolve user technical issues or requests as scheduled by the Team Leader. To be the subject matter expert on projects as directed. To provide customers with 24/7 support as rostered. | | | |
| KEY DELIVERABLES | <p>Service Desk Analyst functionality</p> <ul style="list-style-type: none"> ○ Provide Service Desk analyst functionality when required ○ Answer incoming calls in a timely manner within SLA ○ Log all calls with a call ticket and appropriate information ○ Resolve call tickets or assign appropriately to the specialist team ○ Engage proactively with Senior System Engineers when required to resolve second level call tickets <p>Provide on-site solutions when required</p> <ul style="list-style-type: none"> ○ Provide on-site technical resolutions to customers ○ Deliver the annual device refresh programme <p>Project Engagement</p> <ul style="list-style-type: none"> ○ Be the Service Desk "go to" person for project deliverables to do with support ○ Be the Service Desk Representative on projects ○ Document processes required to support projects on Knowledge Base ○ Provide training to all Service Desk Analysts and Service Desk Technical to support projects <p>Rostered 24/7 Support</p> <ul style="list-style-type: none"> ○ Be available 24/7 on rostered basis to support organisation ○ Ensure support calls are fully documented within business hours the day following ○ Escalate appropriately any incidents that you cannot resolve | | | |
| HEALTH & SAFETY RESPONSIBILITIES | HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm). | | | |
| KEY WORKING RELATIONSHIPS | INTERNAL <ul style="list-style-type: none"> ▪ All HBDHB Staff | | EXTERNAL <ul style="list-style-type: none"> ▪ Vendors ▪ Strategic Partners ▪ Suppliers | |

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| DELEGATION AND DECISION | N/A |
| HOURS OF WORK | 80 per fortnight |
| EMPLOYMENT AGREEMENT & SALARY | IEA |
| DATE | April 2019 |
| EXPENDITURE & BUDGET ACCOUNTABILITY | N/A |
| SCOPE & COMPLEXITY | <ul style="list-style-type: none">▪ Provide excellence in customer service▪ Work professionally with all staff, vendors and suppliers▪ Thorough knowledge of Service Desk processes and procedures |

ESSENTIAL CRITERIA

Qualifications

- Relevant IT qualification – tertiary level

Experience

- Extensive Service Desk experience (5 + years)
- Proven customer service skills

Business / Technical Skills

- Demonstrates an understanding of continuous quality improvement
- Experience of Service Desk processes and procedures

Key Attributes

- Self-motivated
- High level of communication skills and an eye for detail
- Positive attitude with problem solving focus
- Communicates effectively by listening and adopting communication style to the situation

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively with Māori staff and patients.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

DESIRABLE CRITERIA

Experience

- Proven customer service experience



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGATE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.