



# Position Description

<b>Position Title</b>	Junior IT Support Analyst
<b>Date</b>	14 March 2025
<b>Approved by</b>	CEO - Tuwharetoa Health Charitable Trust

<b>Position holder</b>	TBC
<b>Reports to</b>	IT Manager / Head of IT and Data Science
<b>Purpose of the position</b>	<p>The Junior IT Support Analyst is responsible for providing first-level technical support to end-users, assisting with system administration, and ensuring the smooth operation of IT infrastructure within the organisation.</p> <p>This role involves troubleshooting hardware and software issues, managing user access, maintaining security policies, and contributing to IT projects.</p>

<b>Working Relationships</b>	
<b>Internal – Tuwharetoa Health</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Head of Data Science and IT team</li> <li>• Chief Executive Officer (CEO)</li> <li>• Chief Operating Officer (COO)</li> <li>• Clinical Advisor</li> <li>• Financial Controller and team</li> <li>• Operations Manager and team</li> <li>• Pou Herenga / Te Tira Atamai Manager and team</li> <li>• Project Lead</li> <li>• Whanau Engagement Manager and team</li> <li>• Whanau, Pepi and Tamariki Manager and team</li> <li>• Executive Management Team (EMT)</li> <li>• Trustees</li> </ul>	<p>Agencies and providers including but not limited to</p> <ul style="list-style-type: none"> <li>• IT services</li> <li>• General Practice</li> <li>• Pinnacle Midland Health</li> <li>• Social and educational services</li> <li>• Crown Agencies</li> </ul>

<b>Standard Expectations, Attributes, Knowledge, and Skills</b>
<b>Analytical Thinking and Problem Solving:</b> Ability to both identify problems and use information to resolve them.
<b>Communication:</b> Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.
<b>Confidentiality:</b> Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).
<b>Continuous Improvement:</b> Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.
<b>Cultural Appropriateness:</b> Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa are desirable.
<b>Cultural Development:</b> Commitment to attending and actively participating in quarterly All Team Hui / Noho Marae.
<b>Health and Safety:</b> Ability to work responsibly under the Health & Safety at Work Act 2015.
<b>Policies:</b> Ability to become familiar with, and work in line with Tūwharetoa Health's policies.
<b>Relationship Development:</b> Ability to build and sustain effective relationships both internally and externally.
<b>Self-Management:</b> Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.
<b>Teamwork:</b> Ability to work with others to achieve goals.
<b>Te Tiriti o Waitangi:</b> Knowledge of the principles of the Tiriti and how these relate to the development of specific initiatives for Maori.
<b>Values:</b> Ability to conduct themselves in line with Tūwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).
Current Full New Zealand Driver License is essential.

<b>Position Specific Qualifications, Skills, and Experience</b>	
Qualifications	<p>A tertiary qualification, at degree or diploma level, in Information Technology, Computer Science, or a related field.</p> <p>Certifications such as CompTIA A+, Microsoft 365 Certified: Modern Desktop Administrator Associate, or equivalent (preferred).</p>
Knowledge, skills, and experience	<p>Strong problem-solving and troubleshooting skills.</p> <p>Knowledge of Microsoft 365, Intune, and Azure AD administration.</p> <p>Understanding of cybersecurity best practices.</p> <p>Experience with IT asset and inventory management.</p> <p>Ability to communicate technical concepts to non-technical users.</p> <p>Strong organizational and documentation skills.</p> <p>Willingness to learn and adapt to new technologies.</p> <p>An ability to maintain confidentiality.</p> <p>1-2 years of experience in an IT support or helpdesk role (preferred but not required for junior roles).</p>

<b>Main Responsibilities</b>
User & System Administration
IT Security & Compliance
IT Support & Troubleshooting
IT Infrastructure & Network Support
Application & Software Management
Training & Documentation
Project Support

<b>Role Delegations</b>
<b>Financial (limits/mandates etc.)</b>
<ul style="list-style-type: none"> <li>▪ As per budget</li> </ul>
<b>Staffing</b>
<ul style="list-style-type: none"> <li>▪ No direct reports</li> </ul>

## Key Accountabilities

Main Responsibilities	Tasks (How it is achieved)
User & System Administration	<ul style="list-style-type: none"><li>• Manage and maintain Microsoft 365 (Azure AD, Exchange, Intune, SharePoint, Teams, OneDrive, security groups and many more).</li><li>• Create, modify, and manage user accounts, licenses, and permissions across systems.</li><li>• Provide user authentication management and security permissions for applications.</li><li>• Manage AMS, IT assets, including laptops, desktops, mobile devices, and peripherals.</li><li>• Configure and manage endpoints using Intune and other device management tools.</li></ul>
IT Security & Compliance	<ul style="list-style-type: none"><li>• Investigate and respond to security alerts, incidents, and phishing attempts.</li><li>• Monitor security policies, firewall rules, and endpoint security tools.</li><li>• Perform regular audits of user access, sign-in logs, and audit logs for security analysis.</li><li>• Assist in implementing secure configurations for IT systems and endpoints.</li></ul>
IT Support & Troubleshooting	<ul style="list-style-type: none"><li>• Provide L1 and L2 IT support for employees across multiple locations.</li><li>• Troubleshoot issues related to hardware, software, and network connectivity.</li><li>• Assist with printer setup, troubleshooting, and managing printer access and quotas.</li><li>• Work with third-party support vendors to resolve issues and escalate as necessary.</li></ul>
IT Infrastructure & Network Support	<ul style="list-style-type: none"><li>• Support IT infrastructure maintenance, including servers, network switches, and wireless access points.</li><li>• Monitor network traffic and performance, ensuring reliable connectivity.</li><li>• Assist in network configuration and troubleshooting for both LAN and WAN environments.</li><li>• Work with vendors to maintain internet and VoIP (3CX portal) services.</li></ul>
Application & Software Management	<ul style="list-style-type: none"><li>• Provide administration and support for key business applications, including Hauora ERP, Microsoft 365, and SharePoint.</li><li>• Create and manage SharePoint sites, lists, and permissions.</li><li>• Work with other departments to identify needs and implement solutions.</li></ul>

<b>Key Accountabilities</b>	
<b>Main Responsibilities</b>	<b>Tasks (How it is achieved)</b>
Training & Documentation	<ul style="list-style-type: none"><li>• Create and maintain IT documentation, including user guides, security policies, and system processes.</li><li>• Provide IT training and onboarding for new employees.</li><li>• Develop and update tutorial materials</li></ul>
Project Support	<ul style="list-style-type: none"><li>• Assist in IT-related projects such as system upgrades, software deployments, and other IT related projects.</li></ul>