

# POSITION DESCRIPTION

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Position Title	IT Support Specialist (Graduate)
Business Unit	Technology
Reports to	IT Operations Manager
Position Type	Permanent, 1.0
Location	Auckland
Date	Sep 2022

## New Zealand Rugby Commercial Overview

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The vision for New Zealand Rugby (NZR) is to inspire and unify and its mission is to reimagine rugby.

As part of that wider vision and mission we want to enable a laser focus on commercial and customer success. Our purpose is to unleash New Zealand Rugby's potential, whilst create a loved game and loved brands.

We do this by living the values of The Rugby Way, Te Ara Ranga Tira, and the values that help us create that transformation: our ambition, our speed and agility, our search for excellence and a willingness to take calculated risks.

New Zealand Rugby Commercial is a small, dedicated team, based in our two main offices of Wellington and Auckland. We are legally separate to NZR but nonetheless are still integral and integrated to NZR and continue to be owned by and inextricably linked to our parent. We have a clear and focused mandate, to drive commercial and customer success for New Zealand Rugby.

## Purpose

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The purpose of this position is to:

- Provide end user support (by phone, using remote support tools and face to face) for laptops, Mac and other end-user devices i.e. iPhones and iPads, to all NZ Rugby staff
- Ensures laptops (and other end-user devices) are reliable and secure by using monitoring tools and hands-on approaches
- General first level support in and out of the office, support for wider operations teams and other duties as required

## Key Tasks

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Provide effective support to the desktop environment including (but not restricted to) the following tasks:

- Resolve Incidents in a timely and efficient manner
- Provide on-site desktop support services
- Provide remote desktop support services

- Assist the Information Technology team as required with planning and implementing appropriate IT tasks
- Monitor end-user device usage and proactively remedy these
- Responsibility for overseeing, maintaining and testing standard installation documentation
- Perform IT inductions of new NZ Rugby employees
- Support Learning Management System where required
- Proactive contribution to other areas of the Information Technology team and/or Department as required
- Develop documentation on new processes and installations and regularly review
- Work with other members of the Information Technology team as required to release new software and hardware into the desktop environment.
- Monitor current/future trends in technology and make suggestions or introduce change that will improve the NZ rugby end user experience
- Train NZR staff, PU and super staff (remotely) on the NZR database on an as required basis
- Support Event & Rugby Operations Teams with venue technology when required

#### Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plan
- Knows what process options are available and contributes to a harm-free workplace culture

## Key Relationships

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<b>This position reports to:</b>	<b>IT Operations Manager</b>	
<b>Other areas/people that report to this position's immediate manager:</b>	<ul style="list-style-type: none"> <li>• IT Support Specialist</li> </ul>	
<b>• This job's direct reports are:</b>	Nil	
<b>External Relationships</b>	<b>Internal Relationships</b>	
<ul style="list-style-type: none"> <li>• Service Providers and Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• CEOs and Executive Teams</li> <li>• Professional Coaches</li> <li>• Medical professionals</li> <li>• New Zealand Rugby Board</li> <li>• New Zealand Rugby Commercial Board</li> <li>• New Zealand Rugby Commercial Staff</li> <li>• New Zealand Rugby Staff</li> <li>• Provincial Unions</li> </ul>	

	<ul style="list-style-type: none"><li>• Professional Referees</li><li>• Super Rugby Entities</li></ul>
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## Person Specification

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### Experience

- Local and remote desktop support
- Microsoft and Apple Products
- Laptop, Tablets and Mobile devices
- Dealing with people at all levels in an organisation
- Application Support

### Technical Knowledge

- Hardware
  - Laptops
  - iPads
  - MacBooks
  - Mobile Phones
  - Audio Visual Equipment, Projectors, TV's Microphones
  - Multi Function Devices/Printers
- Software
  - Windows & Mac OS
  - Office 365
  - Azure Active Directory
  - Zoom
  - Adobe Suite of Products
  - iOS & Android Mobile Phones
  - Meraki Wi Fi

### Skills

- Excellent communication skills, written and oral
- Excellent organisational skills
- Excellent research skills

### Educational and Professional Memberships

- Tertiary qualification in the field of information systems and/or equivalent work experience.
- Advanced knowledge of Microsoft Software

## Competencies

Behaviour	Everyone	People Leaders
<b>Be Welcoming</b>	<ul style="list-style-type: none"> <li>Respects and values others' styles, opinions, backgrounds and beliefs</li> <li>Understands the motivations and situation of others</li> <li>Promotes an inclusive culture welcoming all ages, genders, ethnicities, sexualities, religions or physical abilities</li> </ul>	<ul style="list-style-type: none"> <li>Stays connected to the team</li> <li>Cultivates a team culture by advocating collaboration across teams</li> <li>Actively seeks others' involvement</li> </ul>
<b>Be Our Best</b>	<ul style="list-style-type: none"> <li>Seeks and acts upon feedback to improve performance</li> <li>Recognises &amp; develops own strengths and work-ons</li> <li>Shares knowledge and skills</li> <li>Respects and values the contribution of others</li> <li>Identifies areas where a difference can be made and adds value</li> <li>Works to gain trust and respect with all stakeholders</li> <li>Responds positively to change</li> <li>Is forward-thinking, always looking striving to improve and be the best</li> <li>Consistently delivers on time</li> <li>Puts their hand up when help is required or when it's required by others</li> <li>Sees opportunities rather than barriers</li> <li>Speaks up and challenges where there are issues, risk or inefficiencies</li> </ul>	<ul style="list-style-type: none"> <li>Ensures the right people are in the right job at the right time</li> <li>Provides the tools needed for success</li> <li>Invests in growing our people and supporting their holistic development</li> <li>Sets attainable challenges &amp; recognises and reinforces development efforts</li> <li>Shares information and provides effective coaching</li> <li>Takes the time to understand individual's strengths and where/how they can add value</li> <li>Engages and utilises people from across NZR in the development and execution of business priorities</li> <li>Looks long-term, to generate and encourage new ideas</li> <li>Walks the talk</li> <li>Ensures the wider team understand how what they do fits with NZR's vision and key strategic challenges</li> <li>Prioritises the wider team's goals and intentions accordingly</li> </ul>
<b>Be Passionate</b>	<ul style="list-style-type: none"> <li>Demonstrates a can do attitude, always open to opportunities</li> <li>Pursues everything with energy and drive</li> <li>Strives to achieve stretch goals</li> <li>Always an ambassador for NZR and the game</li> <li>Loves what we do – works here because it's fun and we connect with others</li> <li>Is a team player, connects with people</li> </ul>	<ul style="list-style-type: none"> <li>Creates a highly engaged environment and culture</li> <li>Encourages responsible risk taking where mistakes are owned and learned from</li> <li>Encourages research and learning in relevant areas of rugby, sports and other business to understand future trends</li> </ul>

<b>Play Fair</b>	<ul style="list-style-type: none"> <li>• Is honest and constructive in discussions</li> <li>• Acts for the good of the game and respects its heritage, history and heroes</li> <li>• Is open, supportive and considerate</li> <li>• Actively listens, considers and takes on board other views</li> <li>• Behaves with integrity and is responsible for own behaviour</li> <li>• Looks after others and steps in if something is not right</li> <li>• Fronts when something goes wrong, owns the action and the consequence</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures people know what is expected</li> <li>• Has the team's back</li> <li>• Trusts others to make good and timely decisions</li> <li>• Clearly and consistently communicates with all team members</li> </ul>
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## Authorities / Dimensions of the Position

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**Staff** – Nil

**Budget** – controls and expenditure budget

**Contractual** – Signs letters and contracts on behalf of the organisation within specified delegated authorities.

**Manager Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_