Position Description

Title: Technology Support Specialist

Position purpose: The purpose of this role is to be the first point of contact for technology support at the Transport Agency.

Location: Palmerston North
Group: Workplace and Technology
Functional area: Technology Operations
Reports to: Manager Technology Support
Band: 15
Date: February 2020

Relationships

Internal:
- Technology teams
- Transport Agency staff

External:
- Central agencies
- Industry peers
- Vendors

Dimensions

No. of direct reports: 0
No. of indirect reports: 0
Financial Authority: N/A
Resource Authority: N/A
Contract Authority: N/A
What you do counts

**Key accountabilities:**
- Provision of high quality, proactive and timely customer service, support and advice
- Actively manage requests/Incidents within agreed service levels
- Carry out operational procedures in line with agreed service levels
- Carry out problem and issue management to ensure that client needs are proactively met

**Focus Area:**
- Specialisation:
  - Problem Management
  - BMC administration

**Individual accountabilities:**
- Change Support
  - Participate and contribute through transformation by thinking, acting and advocating the change
- Health and Safety
  - Takes responsibility for own health and safety
  - Ensures own actions keep self and others safe
- Self-development
  - Takes responsibility for personal development and continually develops own professional expertise
## People expectations

<table>
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<tr>
<th>Courageous</th>
<th>Be courageously curious every day</th>
<th>Courageous people will</th>
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| *Speak up and ask questions* | • Use open questions, listen intently to the answers, and never assume we know best  
• Respectfully challenge the status quo and suggest new ways of doing things  
• Ask why and how we can do it better for our customers | Contribute fully by being open to healthy debate about their own and their team’s work, thinking and approach |

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<tr>
<th>Trusted</th>
<th>Collaborate with empathy</th>
<th>Trusted people will</th>
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| *Build trusted relationships by being empathetic, open and honest* | • Walk in our customer’s shoes to understand what is important to them  
• Build meaningful relationships with a diverse range of people  
• Show incredible respect and empathy for customers and colleagues | Be open and honest proactively connecting people and ideas |

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<th>Passionate</th>
<th>Inspire others with your passion</th>
<th>Passionate people will</th>
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| *Bring energy and passion to their work and team* | • Live our DNA each and every day  
• Understand our customers and always keep them front of mind  
• Take pride in delivering great results which make a difference for our customers | Contribute to team delivery with energy and enthusiasm |

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<th>Agile</th>
<th>Think differently to create value for our customers</th>
<th>Agile people will</th>
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| *Be open to new ideas and different ways of working* | • Put curiosity into action through interactive innovation and learning  
• Be constructive in the face of setbacks, let go when the time is not right  
• Offer innovative solutions for our customers | Be comfortable working with different teams and people and different ways of working |

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<th>Problem solver</th>
<th>See problems as a chance for improvement</th>
<th>Problem solvers will</th>
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| *Ask the why and brainstorm the how* | • Constantly consider new ways of doing things  
• Work with diversity to grow great ideas which will improve our customers’ lives  
• Make time to be actively curious about new ideas | Generously share their time and knowledge |

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<tr>
<th>Self &amp; team driven</th>
<th>Strive for exceptional customer outcomes</th>
<th>Self and team driven people will</th>
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| *Hold self accountable to deliver exceptional team outcomes* | • Take ownership of your work and strive to exceed customer expectations  
• Work as a true team player delivering to team priorities  
• Reach across the agency to understand how your work connects with others and the big picture | Do what they say they will do |
The value you will bring

**Qualifications:**
- ITIL foundation certification desirable or equivalent

**Experience:**
- Experience in a Service Desk role
- Customer service experience
- Experience with process improvement and documentation

**Additional information:**

**Experience levels**
- Level 1 = 1–2 years
- Level 2 = 2–5 years
- Level 3 = 5+ years

(See Guidelines for Technology position descriptions)

**Special skills**
- Can communicate technical detail to non-technical audience in a non-technical way

**Behaviours**
- Effective communicator
- Patience
- Tenacity

Context

**Our strategy**

Great journeys to keep New Zealand moving

He waka kotahi, he waka eke noa.
Together in one canoe with no exception, moving in the right direction.

This whakatauki captures the essence of the Transport Agency’s strategy – which points us in the right direction and confirms how we work together to provide value to customers, businesses and New Zealand.

**Our DNA**

Our culture underpins our strategy and everything we do. We describe our culture as our ‘DNA’. It has three core attributes:

- **Customer focus**
  means we know who our customers are, care about what’s important to them, enable them to live the best life they can and we role model our safety messages.

- **Collaborate to achieve as one**
  means we understand how our work connects with others, we share knowledge, we communicate and act with awareness of what else is happening inside and outside our organisation, and we show incredible respect and empathy.

- **Curious to cultivate innovation**
  means we focus our creative energy on things that make a difference to our customers and deliver our strategy. We ask why and how we could do something better, embrace diversity and let go when the time is not right.

**Technology**

What we do

Technology is accountable and responsible for the design, delivery and operation of forward looking technology solutions that enable the Transport Agency to deliver its business outcomes.

To learn more about what we do visit [www.nzta.govt.nz](http://www.nzta.govt.nz)