

JOB DESCRIPTION

Specialist Service Delivery

ROLE TITLE	Specialist Service Delivery
SECTION/DIVISION:	Digital Support, Digital Division
REPORTS TO:	Group Leader Enterprise Digital Support or Team Leader Digital Support
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Deliver high-quality, customer-focused digital support as part of the Enterprise Digital Support team, serving as the primary IT contact for customers while flexibly providing support across university campuses as required. Provide responsive and proactive desktop, audiovisual (AV), and eConferencing support, ensuring incidents and service requests are handled promptly and effectively in accordance with agreed procedures.</p> <p>Develop a deep understanding of each customer's context, working environment, and needs to offer tailored advice, guidance, and Tier II problem resolution for devices, hardware, software, networks, systems, and other computing-related technologies. Identify, analyse, and resolve performance or functionality issues within agreed service levels.</p> <p>Actively participate in customer site visits and staff engagements to maintain a visible and trusted IT presence. Proactively identify issues, anticipate service needs, contribute to continuous service improvement through knowledge sharing and problem resolution and play a key role in maintaining IT service excellence by applying specialist knowledge, assisting with asset and application management, and supporting installation, security, and system maintenance processes.</p>
ACCOUNTABILITIES:	<p>Customer service support, CSMG: Level 3 Acts as the routine contact point, receiving and handling requests for support.</p> <p>Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.</p> <p>Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.</p> <p>Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.</p> <p>Consultancy, CNSL: Level 4 Takes responsibility for specific elements of a consulting engagement within a defined scope.</p> <p>Collaborates with clients as part of formal or informal consultancy engagements. Understands client requirements by collecting data and delivering analysis.</p> <p>Ensures proposed solutions are correctly understood and effectively applied.</p> <p>Supports the broader consultancy engagement by contributing insights and assisting with problem-solving, always within the established boundaries of responsibility.</p>

Problem management, PBMG: Level 4

Initiates and monitors actions to investigate and resolve problems in systems, processes and services.

Determines problem fixes and remedies.

Collaborates with others to implement agreed remedies and preventative measures.

Supports analysis of patterns and trends to improve problem management processes.

Incident management, USUP: Level 4

Ensures that incidents are handled according to agreed procedures.

Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.

Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.

Contributes to testing and improving incident management procedures.

Specialist advice, TECH: Level 4

Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.

Actively maintains knowledge in one or more identifiable specialisms.

Recognises and identifies the boundaries of their own specialist knowledge.

Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Systems installation and removal, HSIN: Level 3

Installs or removes hardware and/or software, using supplied installation instructions and tools, including handover to the client.

Uses standard procedures and diagnostic tools to test installations, correct problems, and document results.

Records details of all components that have been installed and removed. Assists users and follows agreed procedures for further help or escalation.

Contributes to the development of installation procedures and standards.

Application support, ASUP: Level 3

Follows agreed procedures to identify and resolve issues with applications.

Uses application management software and tools to collect agreed performance statistics.

Carries out agreed applications maintenance tasks.

Asset management, ASMG: Level 3

Applies tools, techniques and processes to create and maintain an accurate asset register.

Produces reports and analysis to support asset management activities and aid decision-making.

Security operations, SCAD: Level 2

Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken.

Assists in the investigation and resolution of issues relating to access controls and security systems.

Documents incident and event information and produces incident, exception, and management reports.

KEY RELATIONSHIPS:

Internal

Digital Division managers and colleagues
AskOtago
Academic and Professional Staff within assigned customer groups

External

Hardware and software vendors and service providers
Third-party technicians or support partners
May include other universities

QUALIFICATIONS & EXPERIENCE:

Essential

Tertiary qualification or equivalent body of knowledge appropriate to the role.
Proven experience in providing desktop, AV, or application support
Proven ability to diagnose and resolve hardware and software issues on desktops, laptops, mobile, audio-visual and tablets.
Experience working directly with customers in a technical support capacity
Strong understanding of IT service management practices and processes (e.g., ITIL)

Preferred

Tertiary level IT qualification.
Experience working in a large and complex organisation, such as a university or public sector
Experience supporting audio-visual systems and equipment
Familiarity with asset management practices and tools
Involvement in project-based hardware/software deployment or refresh activities
Knowledge of relevant security protocols and procedures

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Strong customer service and communication skills
Proficient in desktop and AV hardware and software installation, troubleshooting, and support
Knowledge of operating systems (Windows, macOS) and common productivity applications
Knowledge of Microsoft, Apple and/or Linux applications and providing IT support within a Microsoft Windows/Macintosh/Linux desktop and server environment.
Familiarity with service desk tools and incident management systems
Understanding of IT asset management processes and tools
Basic knowledge of network connectivity and security principles
Ability to follow standard operating procedures and technical documentation

Preferred

Experience with audio-visual systems and technologies used in educational or corporate environments
Knowledge of application support and software lifecycle management
Familiarity with remote support tools and techniques
Experience with configuration management and deployment tools
Understanding of ITIL or other service management frameworks
Awareness of data protection and information security standards

SPECIAL REQUIREMENTS:

Support coverage is provided Monday to Friday between 7am and 11pm, with individual work hours determined by a rostered shift within this timeframe.

	<p>May be required to perform duties at multiple workplaces or locations across the University, including the main campus and satellite campuses, to provide service and support as needed.</p> <p>At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.</p>
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Specialist Service Delivery

Role Type: Specialist

SFIA Levels of responsibility

Autonomy	4	Influence	4	Complexity	4	Business Skills	4	Knowledge	4
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Relationships and engagement	Stakeholder management	Customer service support	CSMG							
Strategy and architecture	Advice and guidance	Consultancy	CNSL							
Delivery and operation	Service management	Problem management	PBMG							
Delivery and operation	Service management	Incident management	USUP							
Strategy and architecture	Advice and guidance	Specialist advice	TECH							
Delivery and operation	Technology management	Systems installation and removal	HSIN							
Delivery and operation	Technology management	Application support	ASUP							
Delivery and operation	Service management	Asset management	ASMG							
Delivery and operation	Security services	Security operations	SCAD							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>