

ADVISOR, INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

NZSTA purpose

Our mission is to lead and strengthen school governance in New Zealand.

To this end, NZSTA wants all state and state integrated schools effectively governed by a school board whose primary focus is every student achieving their educational potential.

What we do

NZSTA is a membership-based national organisation representing the interests of its member boards. Membership of NZSTA is open to school boards of any state or state integrated school.

NZSTA has a contract with the Ministry of Education to deliver a fully integrated range of services free to all boards to support and enhance boards' capability in governance and employment. NZSTA is also an active party in relevant education related decisions and national policy formulation and works alongside the Ministry of Education in negotiating Collective Agreements with unions.

Our values

- High – Expectations
- High – Trust
- High – Transparency
- High – Accountability

Position description

Position purpose

The primary purpose of the Advisor ICT role is to provide the initial point of contact for all ICT related support requests, ICT assets and to assist in the management and maintenance of NZSTA's ICT environment.

Position Details

Responsible to	Director Shared Services
Functional relationships internal	NZSTA Chief Executive Officer NZSTA President Shared Services Team Senior Leadership Team All NZSTA staff
Functional relationships external	School board members NZSTA service providers for IT support Ministry of Education
Staff	N/A

Key Responsibilities

ICT Support Services

- Provide first point of contact for ICT support requests from users of bespoke current and future NZSTA systems
- Triage, investigate and troubleshoot issues. Escalate to external IT support as required for advanced technical issues and/or issues unable to be resolved internally or for overflow during busy periods
- Liaise with external ICT service providers as required to ensure outstanding issues are resolved.

Systems Maintenance & Administration Support

Support the Director Shared Services in:

- Performing daily system monitoring, verifying the integrity and availability of NZSTA's systems and key processes, reviewing system and application logs
- Administrating NZSTA core technology solutions
- Supporting the training and development of staff so that they are able to use systems effectively.

ICT Project Support

- Act as ICT advisor on ICT projects and initiatives as required
- Support the testing, implementation, and change management related to ICT projects.

General

- Other duties, as directed from time to time by the CEO as required.

Health and Safety

- Participate in all NZSTA Health and Safety activities and act in a responsible and safe manner at all times (in accordance with NZSTA H&S policy and procedures).

Working Conditions

- Flexible Working Arrangements may be available by mutual agreement with the Director, noting expectation as a staff member based in National Office, Wellington.

Person specification

SKILLS AND EXPERIENCE REQUIRED

Essential

- Relevant training and/or relevant hands-on experience in providing ICT user support (both hardware and software)
- Relevant training and/or experience in Microsoft O365 administration
- Salesforce user and/or database administration experience
- Strong customer service, with the ability to deal with all users, regardless of technical ability.

Desirable

- Salesforce Certified Administrator is preferable but not essential

Personal qualities/attributes

- Excellent communication and interpersonal skills with the ability to develop good relationships with stakeholders at all levels
- Willingness to develop themselves and others
- Understanding of and commitment to the principles of Te Tiriti o Waitangi and Tikanga Māori, including comfort in te reo Māori environment
- Responsive, professional, open, and enthusiastic manner
- High standard of personal presentation and maturity to represent NZSTA in a professional manner
- Ability to work independently and collaboratively as part of a team.