Allied Press Limited

Vision: *Allied Press will continuously enhance its position as a quality Media Group.*

Motto: *"Optima Durant" – Quality Endures*

POSITION DESCRIPTION	
Job Title	Support Engineer
Location	Dunedin
Tenure / Hours	40 hours per week
Responsible to	Chief Information Technology Officer
Delegations	As per the HR and Financial delegations policy
Position purpose	As a Support Engineer, you will be the first point of contact for incoming queries to the technology department. You will log the issue/request as a job ticket, prioritizing the ticket and working to resolve the ticket. You will also be responsible for providing technical assistance and support related to computer systems, hardware and/or software. From time to time you may be requested to work outside of normal hours to complete/implement/troubleshoot an issue or problem, or be required to travel to a branch office to deploy/fix hardware/software or support staff.
Date	April 2024

THE ROLE OF ALLIED PRESS LTD

Allied Press is a media company with interests in daily and community newspapers, regional television station, websites, rental properties and commercial print operations. The company is based in Dunedin and has newspapers in Canterbury, Marlborough, Otago and Southland and printing operations in Dunedin, Alexandra and Greymouth.

The company is dedicated to not only providing comprehensive news and advertising coverage, but also to supporting a wide range of community projects and services.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

External to Allied Press Ltd	Internal to Allied Press Ltd
▪ Software and hardware suppliers	▪ Members of the Executive Leadership Team
▪ System engineers	▪ Other Allied Press employees
	▪ Region based staff

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Authorised by HR Manager:
Job description template for Information Technology staff

Employee's initials: _____

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KEY RESULT AREAS

The position of Support Engineer encompasses the following major functions or key result areas:

- To provide a high quality, responsive help desk service to all internal customers.

The requirements in the above Key Result Areas are broadly identified below:

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Systems Maintenance	
Monitoring computers, servers, networks, devices and IT infrastructure via monitoring tools, email alerts and other methods.	- You act on alerts and handle/escalate faults/issues before they affect system availability - You have a security mindset, taking security considerations and train staff members to act more with a security mindset
Installing workstation/laptop/mobile devices (Windows/Linux, iOS, Android and others) as required following best practices.	- You install workstations from images, use configuration management and/or GPOs to deploy consistent environments suitable for the end user(s). - You deploy mobile devices using mobile device management (MDM) solutions and following best practices. - You create/update deployment images to keep these up-to-date.
Using Active Directory and Group Policies to create and manage user and workstation accounts.	- You create user accounts within allowable timeframes. - You create workstation accounts that ensure the correct software is deployed suitable for the staff member(s) using the workstation. - You unlock users accounts quickly, or escalate the request if required. - You create group policies to deploy software and configure workstations suitable for the end-user(s).
Patching Windows workstations and mobile devices to maintain software and operating systems to the most stable/secure versions applicable.	- You keep up-to-date with security notifications, testing and patching workstations and mobile devices ensuring risks to our workstations and mobile devices are minimised.
Support / Help Desk	
Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.	- Queries are logged in the company ticket tracking system - Queries are prioritised and attended to in a timely manner
Resolving tickets from 1st line up to 3rd line support.	- Tickets are escalated when required, ensuring you learn from others to increase your skill set.
Respond to queries in person, over the phone or via email	- You ask questions to help with identifying the nature of the problem. - Your customers report that their problems are resolved within agreed departmental timelines and/or where these timelines cannot be met the customer is kept fully informed.
Identifying workflow/technical/hardware problems, maintaining appropriate documentation and following through until job completion.	- You escalate any problems to the Chief Information Technology Officer along with information on problem details, potential solutions and time-frames.

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YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Install, modify and repair computer hardware and software on workstations and end-user devices.	▪ Hardware and software faults are identified quickly and repaired to enable users to continue to perform their tasks.
You will perform remote troubleshooting through diagnostic techniques and questions when appropriate.	▪ Remote support queries are resolved quickly without requiring equipment to be returned to head office. ▪ If shipping of equipment is necessary and the need for this is identified early, and replacement equipment is shipped quickly to ensure staff can continue to perform tasks with minimal down-time.
Asset management	
Documenting all new and replacement assets, tagging it with the appropriate labels/stickers.	▪ Asset register is maintained with the life cycle of the asset clearly documented. ▪ Asset replacement plan is regularly reviewed and items due for replacement or upgrade are clearly communicated to the Chief Information Technology Officer prior to the item reaching the end of its agreed life.
Customer Service	
Acting as an ambassador for our business, providing our internal customers with exceptional service at all times.	• You are regarded as approachable, helpful and friendly. • Customers, both face to face, by email and on the telephone recognise they have received the level of support and service they seek. • You take the initiative to improve work practices to get the best possible outcome. • Problems and complaints are acknowledged, solutions identified and promptly acted upon.
Writing training manuals when requested	• Training manuals are written to a satisfactory standard
Training computer users when requested	• Training sessions are held
Install computer peripherals for users	• Required peripherals are installed where staff can use them as intended.
Team work	
Working together as part of a team to meet the requirements of your role.	▪ You willing share your knowledge, experience and ideas for the benefit of the team and wider business. ▪ You communication with others is open, honest and considerate. ▪ Your demonstrate initiative and commitment to team objectives, actively participating in group activities. ▪ You are open and receptive to change.
Professional Development – self	
Identifying areas for personal and professional development.	▪ Your training and development needs are discussed with your manager on an annual basis as part of your annual performance and development review ▪ You take personal responsibility for gaining and applying new skills.

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YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Allied Press' Health and Safety policies, procedures and systems.	▪ You understand and consistently meet your obligations under Allied Press Ltd.'s Health, Safety and Wellbeing policies and procedures. ▪ You actively encourage and challenge your peers to work in a safe manner.
Other Duties	
From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.	▪ You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.
Looking for opportunities to improve systems, processes and work practices – both within your own areas of responsibility and the organisation as a whole.	▪ You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

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PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	Essential	Desirable
Education and Qualifications	- Tertiary degree in computer science or information technology - Full NZ Driver's licence.	Knowledge/certification in ITIL (Information Technology Infrastructure Library)
Knowledge, Skills and Experience	- Good troubleshooting skills - Able to identify computer hardware/components and know how to remove/replace components safely without self-harm or damaging components - Good documentation skills, and the willingness to share knowledge with others to benefit the team	- Active Directory experience - Help desk experience - Software coding/scripting skills and the ability to interpret code and understand its function(s)
Personal Qualities	- Dependable, honest and ethical. - A good level of personal judgment and initiative. - Is calm under pressure. - Acts with discretion at all times. - Adaptable and flexible – open to change (positive or negative) - Independent – able to prioritise work effectively – developing one's own ways of doing things; guiding oneself with little or no supervision, and depending on oneself to get work done. - Cooperative - job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. - Focused on going the extra mile to help meet customer requirements. - Proactive in looking for ways in which to improve service delivery and in sharing ideas.	

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

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Employee   Date

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Manager   Date

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