



Ngā Kōrero e pā ana ki te Tūranga

## Job Description

### Desktop Support Engineer

Business Group	Te Pou Rangatōpū   Corporate
Location	Wellington
Salary band	A7

### Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

### To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

*He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga  
We shape an education system that delivers excellent and equitable outcomes*

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

### Tēnei Tūranga | About the role

The Desktop Support Engineer's role is responsible for first and second level fault resolution for the Ministry's end user devices and is the escalation path for Service Desk Analysts.

The Desktop Support Engineer will ensure that satisfactory fault resolution is obtained for customers, while exceeding expectations and committed service levels.

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### Ngā Haepapa | Accountabilities

#### As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

#### As the Desktop Support Engineer you will:

- Apply fault analytical skill set to identify and resolve End User Support problems.
- Problem identification and escalation
- Resolution of escalated issues from Service Desk Analysts
- Implement changes / upgrades to the relevant technology arising from system updates, security maintenance updates, software releases and new procedures.
- Ensure that the Ministry's approved policies, standards and procedures are adhered to.
- Maintain documentation as required.
- Desktop break/fix in the ICT Environment for Desktop and laptop computers, devices, monitors, keyboards, mice and cables, peripheral devices
- Provide a high level of technical/engineering support to customers in relation to all relevant Education systems
- Investigation and resolution of reported system and application type faults using remote diagnostic tools and standard engineering analytical techniques.
- Perform advanced diagnostics Windows Servers and services, including Active Directory, Exchange, SQL Citrix, and others
- Resolve challenging issues picked up by our automated monitoring system
- Requests for certification of End User Computing hardware such as desktops, laptops, devices, monitors, docks and as required.
- Patching and upgrading Desktops and Servers
- Use troubleshooting tools and techniques to diagnose and implement control actions as necessary to ensure availability including performance in terms of capacity, utilization, and availability in accordance with relevant Service Level Agreements.
- Identifying opportunities for continuous process improvement within the Service Desk and Desktop Support areas.

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- Creation and maintenance of support documentation including fixes or workarounds for the Knowledgebase
- Acting as an interface between the customer and vendors regarding medium/high level technical issues
- Maintain appropriate levels of compliance with the Ministry's Code of Conduct and NZISM required to support the Ministry's End User Device fleet.
- Contribute to security assessments and audit reviews as required.
- Maintain confidentiality and integrity when dealing with private and confidential / security related matters.

You will make decisions in accordance with the Ministry's policies and delegations framework.

## Wheako | Experience

To be successful in this role you will have the following experience:

- Experience in a complex organisation
- Experience in building relationships and partnerships to achieve shared outcomes.
- Relevant tertiary and/or industry qualifications (preferably MCDST and/or MCP)
- Evidence of attendance on Microsoft Courses. Certifications preferred by not essential
- Experience working with a range of operating systems
- Experience working with Cloud Remote management tools for MAM and MDM devices
- Understanding how to manage compliance policies across both, MAM and MDM end user devices
- In-depth understanding into M365 tools, such as Office 365 suite and SharePoint
- Experience with Intune and other cloud remote management tools
- Experience working across Windows, MacOS and Android
- Solid experience in a Desktop Support role with minimum 2 years
- Previous experience in a Remote Support Role within a large Enterprise Organisation
- Experience with VMWare or other virtualization products
- Certification ability of new desktop device
- Good understanding of Change Management in an enterprise environment
- Networking knowledge
- ITIL knowledge

## Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- A track record of bringing people together and leading, coaching and mentoring others to achieve outcomes.
- A proven ability to use data and insights to identify trends, risks and opportunities, to influence and guide organisational and system-level decision making.
- Excellent interpersonal and communication skills.
- A commitment to ongoing personal and professional development.

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- High standard of quality service delivery ethics
- Strong troubleshooting and problem-solving skills
- Excellent communication, time management and teamwork skills
- Self-motivation

## Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, consolidation, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono   Valuing Māori	Developing
Pou Mana   Knowledge of Māori content	Developing
Pou Kipa   Achieving equitable education outcomes for Māori	Developing
Pou Aroā   Critical consciousness of racial equity for Māori	Developing

## Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

## Skills Framework for the Information Age

Strong IT capability is vital to keep us secure and to deliver innovative and effective solutions for the Education system. SFIA, the Skills Framework for the Information Age, is the technical competency and skills framework mapping individual professional skill level to a set of internationally recognised standards. Information about SFIA, including the SFIA competencies and skills required for this role, is available on the Ministry’s intranet.

Capability	Level	Expectation
Consultancy - CNSL	5	The provision of advice and recommendations, based on expertise and experience, to address client needs. May deal with one specialist subject area or can be wide ranging and address strategic business issues. May also include support for the implementation of any agreed solutions.
Problem management PBMG	4	Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.
Systems installation /decommissioning	3	Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the customer. Conducts tests, corrects malfunctions, and documents results in



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HSIN		accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.
Customer service support CSMG	5	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

## Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	March 2025
Approved By	HR Advisory Team