Ngā Kōrero e pā ana ki te Tūranga
Job Description

Senior Desktop Support Engineer

Business Group	Te Pou Rangatōpū	Corporate
Location	Wellington
Salary band	A8

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 āianei, 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 Senior Desktop Support Engineers are responsible for the Ministry's SOE Desktop services include deployment of application and services, packaging applications, desktop security patches, building / updating the standard images for the Ministry's End User device fleet, together with support for Microsoft 365 suite. They are expected to apply an advanced set of competencies toward management and administrative of the Desktop environment and proactively look at ways to improve the environment for End User clients.

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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 Senior Desktop Support Engineer you will:

- Acting as an interface between the customer and vendors regarding med\high level technical issues.
- 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.
- Downtime for system maintenance is scheduled in accordance with the Ministry's process for change control.
- Maintain documentation as required.
- Apply advanced fault analytical skill set to identify and resolve end user device problems within the priority timeframe given to the fault. Some faults will require contact with applications, equipment and software providers which the Ministry has maintenance contracts with.
- Ensure resolutions to faults are fully tested before the fault is closed.
- Ensure that the business is kept fully informed as to the status of the fault.
- Ensure that the fault record is kept up to date and updates are communicated to relevant stakeholders as required.
- Resolution of escalated issues from Service Desk Analysts
- Problem identification and escalation
- Desktop break/fix in the ICT Environment for all End User technology including but not limited to: Desktop and laptop computers, devices, monitors, keyboards, mice and cables, peripheral devices and Meeting Room Technology.
- Provide a high level of technical/engineering support to customers in relation to relevant systems
- Investigation and resolution of reported 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

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- 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.
- Respond and resolve requests within defined SLAs
- Contribute to post implementation reviews to identify learning and improvement opportunities for the future
- Identifying opportunities for continuous process improvement within Desktop Support
- Creation and maintenance of support documentation including fixes or workarounds for our Knowledgebase
- Provide guidance and leadership to non-senior members of the team and Service Desk to assist with their growth and development of technical skills required to support the Ministry's End User Device infrastructure.
- Collaborate and contribute to work that is being led by others across the group by providing accurate, objective analysis and advice within specified timeframes.
- Undertake peer review of documents and material prepared by others to ensure that group deliverables are accurate, consistent and of a high quality
- Contribute to a positive team culture that enables the high performance of the immediate team and organisation
- Testing and deployment of Critical and Important patches to supported Microsoft operating systems and agreed applications
- Apply all 3rd party application updates within the SLA defined by Change Control
- Maintain appropriate levels of compliance with the Ministry's Code of Conduct, security and operating policies 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.
- Support the process of certification and accreditation of End User solutions, ensuring that all details are updated and held in the Ministry's CMDB.
- Manage and maintain the Ministry's packaged application catalogue
- Package, test, manage, update, deploy and software packages and drivers for all supported models

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

Ngā Tohu Mātauranga Waiwai | Essential Qualifications

- Relevant tertiary and/or industry qualifications (preferably MCDST and/or MCP)
- Evidence of attendance on Microsoft Courses. Certifications preferred by not essential.

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.

- Minimum 5 years' experience in a Desktop Support role within a large Enterprise Organization

- Strong experience with Office 365 for a large organisation

- Certification of end user hardware devices and peripherals

- Experienced with Scripting and Group Policy Management.

- A solid understanding Entra M365 namely OneDrive, SharePoint, Teams, Teams Rooms and Office. Experience in complex faults and known fixes.

- Significant experience in configuration and management of desktop computers using Intune, SCCM, JAMF or similar

- Significant experience in packaging, customizing and deploying software packages; silent installers using Wise Package Studio, Rapid Deploy, Orca or similar
- Solid scripting and reporting experience e.g. batch, PowerShell, python and VB scripting,
- Experience with SQI and PowerBI reporting
- Experience with MDM solutions
- Able to manage and maintain core SCCM functionality, as well as manage deployments to over 5,000 endpoints and mobility users
- Experience with ManageEngine suite of products
- Experience administering Active Directory and Group Policy management.
- Experience in application packaging, customizing and deploying software packages (Microsoft AppV, MSI, Windows Installer);
- Good Scripting ability (PowerShell);
- Experience with Desktop Device Imaging tools for managing SOEs
- Certification
- Working Knowledge of Incident, Problem, Change and Configuration Management (ITIL) processes within an Enterprise environment.
- ITIL knowledge
- Significant experience working with a range of operating systems, including Windows, MacOS and Android

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.
- Is dedicated to meeting the expectations and requirements of internal and external customers.
- Acts with customers in mind
- High standard of quality service delivery ethics
- Strong troubleshooting and problem-solving skills
- Excellent self-motivation, time management and teamwork skills
- Capacity to work under pressure to ensure that critical timeframes are met and the ability to make decisions under pressure
- Exceptional communication skills and the ability to communicate appropriately at all levels of the organisation; this includes written and verbal communications as well as visualisations
- Sound levels of judgement, adaptability, integrity and the ability to handle confidential and sensitive information.
- Establishes and maintains effective relationships with customers and gains their trust and respect.

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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.
Specialist advice TECH	5	Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.
Asset management ASMG	4	Controls assets in one or more significant areas ensuring that administration of full life cycle of assets is carried out. Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets.

	4	Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in 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.
Systems installation /decommissioning HSIN		

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	March 2025
Approved By	HR Advisory Team