



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Service Desk Analyst

Business Group	Te Pou Rangatōpū Corporate
Location	Auckland, Wellington or Christchurch
Salary band	A4

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 Service Desk Analyst will provide support, guidance and advice relating to the IT and Communications Systems to Ministry and sector staff nation-wide.

The Service Desk Analysts are the voice and face of the Information Technology Group and provide a central contact point for a range of complex incidents, problems and service requests that may require specialised knowledge and understanding for resolution.

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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 Service Desk Analyst, you will:

- Contribute to the continuous improvement of service delivery and system enhancements that strengthen the incident management process and elevate the customer experience.
- Provide first point of contact for a wide range of complex incidents, service requests, and problems. Apply specialised knowledge to resolve or triage issues efficiently, ensuring timely and accurate communication with stakeholders.
- Provide first-level support by triaging incidents and service requests received via phone, service desk portal, or walk-ups. Perform initial diagnostics and resolve issues where possible. Escalate unresolved or complex matters to second-level support teams, ensuring all relevant information is captured and communicated clearly.
- Monitor incident trends to identify recurring issues or patterns. Escalate potential problems to the appropriate resolver groups or Problem Manager. Ensure major incidents are promptly flagged and escalated in accordance with the Ministry's incident management protocols
- Administer and audit user access provisioning and deprovisioning for Ministry systems, including Active Directory and application-specific roles. This includes managing vendor accounts and ensuring compliance with access control policies.
- Collect and validate data during incident and request logging to ensure accuracy and completeness for reporting and analysis. Identify and escalate discrepancies in user records, system access, or service configurations to maintain data integrity.

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



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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 experience in a Contact Centre/IT Service Desk/Technical Service Desk environment
- Experience with using a call tracking system, preferably ASM (Alemba) and KnowledgeHub for Service Desk knowledge articles.

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.
- An awareness of a range of IT related technologies and their practical applications in supporting business requirements
- Strong troubleshooting and problem-solving skills
- Excellent time management and teamwork skills

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



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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 Intranet.

Capability	Level	Expectation
Technical specialism TECH	5	Provides definitive and expert advice in their specialist area. Actively maintains recognised expert level knowledge in one or more identifiable specialisms. 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.
Programming/software development PROG	4	Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to the selection of the software development methods, tools and techniques. Applies agreed standards and tools to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work.
Methods and tools METL	4	Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards. Tailors processes in line with agreed standards and evaluation of methods and tools. Reviews and improves usage and application of methods and tools.
Release and deployment RELM	4	Assesses and analyses release components for input to release scheduling. Maintains and administers tools and methods for software delivery, deployment and configuration. Maintains release processes and procedures.
Stakeholder relationship management RLMT	4	Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information. Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.



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Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	August 2025
Approved By	HR Advisory Team