

Position Description: IT Support Analyst

Business area: Information Technology
FTE: As per Conditions of Employment
Reports to: IT Operations Manager



Our Purpose

Our Mission :

Excellence in health care within a culture of caring

Our Vision :

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

Our Values:

Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

Position Objective:

- Support a broad range of internal customers and technical environments.
- Perform a range of functions across business-as-usual and project work activities.
- Contribute to rostered after hours support.

Functional Relationships:

Internal:	External:
<ul style="list-style-type: none"> • CEO • Hospital Manager • Chief Digital Officer • IT/Systems team • All other St George's staff 	<ul style="list-style-type: none"> • IT Vendors • Contractors • Campus Tenancies • Telco Companies • Other Hospitals • Other Health Related Service Providers



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Key Areas of Accountability:

Area of Accountability	Expected Results
<p>To ensure the service desk support and system administration for the organisation</p>	<ul style="list-style-type: none"> • Provide responsive technical assistance and support for queries and issues related to computer systems, software and hardware. • Phone system administration and deploy VOIP phone devices • Provide training and education to computer users as required. • Provide support and assistance with Microsoft M365 products, i.e. SharePoint, Teams and Exchange online. • Install, modify, and repair computer hardware and software. • Ensure Anti-Virus is always installed and up-to-date on all servers and computers. • Ensure the IT knowledgebase and guides are up-to-date. • Develop IT processes in consultation with the IT Operations Manager. • Identify and escalate situations requiring urgent attention. • Manage IT vendors while onsite as required. • Assist with IT projects as directed by the IT Operations Manager • Other IT and administrative tasks as required • Willingly articulates LAN and WAN connection issues. • Active Directory Administration
<p>IT On Call</p>	<ul style="list-style-type: none"> • Participates in the IT On Call Roster to support St George's staff and associate's afterhours for priority incidents, around systems and applications. • Responds within the on-call IT policy time frame to any priority afterhours incidents • Escalates to appropriate internal staff for incident management and provides regular updates. • Escalates and works with the appropriate vendor for resolution.
<p>Interpersonal Relationships/Leadership and Teamwork</p>	<ul style="list-style-type: none"> • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates honestly and openly with other team members. • Fosters co-operation across clinical and administrative groups. • Models St George's values.
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Participates actively in quality improvement activities. • Initiates, participates in and evaluates audits and uses outcomes to improve service provision. • Participates actively in the maintenance of the ACC Workplace Safety Management standard. • Documents and reports accidents and incidents accurately in accordance with St George's policies. • Actively participates in quality assurance programmes and audits, to monitor and improve standards of care, completing requested documentation and audit activities within specified timeframes. • Supports continuous quality improvement.
<p>Professional Development</p>	<ul style="list-style-type: none"> • Identifies own learning requirements / deficits and develops a plan in conjunction with Manager to redress these. • Fosters an environment conducive to learning, enquiry and research.
<p>Organisational Culture</p>	<ul style="list-style-type: none"> • Fosters co-operation across the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus.



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Area of Accountability	Expected Results
	<ul style="list-style-type: none"> • Maintains confidentiality in respect to St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures. • Assists in facilitating positive inter-departmental relationships
Cultural understanding and commitment to Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi. • Respects cultural diversity, this may include age, gender, sexuality, ethnicity, culture, disability or beliefs.
Health & Safety To ensure a safe working environment	<ul style="list-style-type: none"> • Complies with and supports all health and safety policies, guidelines, and initiatives. • Ensures all incidents, injuries and near misses are reported in our H&S reporting tool.
Organisational effectiveness	<ul style="list-style-type: none"> • Looks for ways and means to actively and effectively promote cost effectiveness.
Other Duties To undertake other duties as requested by the IT Manager from time to time	<ul style="list-style-type: none"> • Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.

Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • ITIL foundations certificate or relevant exposure • Microsoft Technical Certification in Windows desktop OS and Server
Experience & Knowledge	<ul style="list-style-type: none"> • Knowledge of Active Directory and MS Windows Server and MS Office365 Suite • Appropriate experience and knowledge of PC's, printers and networks. • A good understanding and experience with MS Windows PC based platforms and Microsoft Office Products. • A general understanding of wireless access technologies devices. 	<ul style="list-style-type: none"> • A basic understanding of ITIL v4 framework and principles of helpdesk software.
Personal Attributes	<ul style="list-style-type: none"> • Ability to work under pressure and keep calm in stressful situations. • Excellent interpersonal and communication skills. • Methodical in troubleshooting 	