

Position Description

Position:	Desktop and Training Support Technician
Location:	Dunedin
FTE	1.0
Reports To:	IT Manager
Responsible For:	n/a

Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Alexandra, Invercargill and Dunedin.

Position Purpose

- To support our organisation in providing training and support for our IT platforms within WellSouth.
- To proactively ensure our internal and external customers are trained and supported where necessary to fulfil their duties.

Main Objectives

- To develop training programmes for staff on key IT enablers within the organisation
- To ensure staff have up to date self-service help information available to them electronically
- To provide effective desktop support services

Position Description

Relationships

Reports to: IT Manager

Internal Relationships:

WSPHN Directors and Clinical Leaders
WSPHN members and practice teams
CEO and Senior Management Team
WSPHN staff

External Relationships:

District Health Boards
Ministry of Health
Other health sector stakeholders and participants
Maori provider organisations
Software vendors
Consultants and service providers

Treaty of Waitangi

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

Position Description

Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	PERFORMANCE INDICATORS
<p>IT Trainer</p> <ul style="list-style-type: none"> • Provide user level training in various modes including individual, small group and classroom. • Identify user training needs and opportunities for improvement. • Create, maintain, update, improve and distribute user documentation. • Identify user documentation requirements from a variety of sources including user feedback and support tickets. • Hold training seminars and sessions for groups requiring upskilling or direct training 	<ul style="list-style-type: none"> • Training feedback is positive $\geq 90\%$ • Support tickets attributable to a lack of training
<p>Desktop and Telephony Support</p> <ul style="list-style-type: none"> • Complete support tickets (Incidents and Service Requests) & associated service calls via CRM. • Complete project tasks assigned via CRM • Escalate or seek assistance with any assigned work that is beyond your capabilities as soon as this is apparent. • Ensure any work you participate in is done in accordance with any appropriate company or other organisation process or procedure. • Ensure any work you participate in meets any Service Level Agreements (SLAs), including internal SLAs 	<ul style="list-style-type: none"> • Customer Responses are positive = 100% • Tickets closed per day ≥ 5 • Tickets logged following expected procedures = 100% • Assigned project tasks completed by due date $\geq 90\%$ • Assigned project tasks completed within estimated hours $\geq 90\%$
<p>Technical Liaison</p>	<ul style="list-style-type: none"> • Senior Technician feedback is positive = 100%

Position Description

<ul style="list-style-type: none"> • Assist with the diagnosis and resolution of Technical Issues at Levels 2 and higher. • Assist with the fulfilment of Service Requests, Changes and Project Tasks at levels 2 and higher. 	
<p>Record Keeping</p> <ul style="list-style-type: none"> • Ensure tickets and tasks allocated are kept up-to-date in the appropriate job management system with the latest actions and status. • Record all time for all activities accurately in the appropriate tracking system. • Provide administrative support where appropriate, including network documentation, software licensing and maintenance of asset catalogues and registers. • Ensure any changes or significant findings made are recorded in a manner that allows other relevant parties to locate, understand and utilise them. 	<ul style="list-style-type: none"> • Worked hours recorded $\geq 85\%$
<p>Professional Development</p> <ul style="list-style-type: none"> • Keep up to date with the industry at a technical level. • Undertake personal and professional development activities as agreed with management. 	<ul style="list-style-type: none"> • All Personal Development Plan goals are set and achieved
<p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure that you work in a safe environment and work to isolate or minimise any hazards or risks. • Participate in health and safety management practices for all employees. <p>Applies the organisation's health and safety policies and procedures.</p>	<ul style="list-style-type: none"> • The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation • No breaches of the organisation's Health & Safety Policy • Recorded Health and Safety Interactions per month ≥ 1

Position Description

<p>Policies</p> <ul style="list-style-type: none"> Adhere to all WellSouth policies and procedures 	<ul style="list-style-type: none"> All WellSouth policies and procedures are adhered to
<p>Miscellaneous</p> <ul style="list-style-type: none"> Complete any other task that you are reasonably assigned 	

*Note: Metrics are captured on a monthly basis unless otherwise stated

Person Specification

	Essential	Desirable
<p>Business / Technical Skills (e.g., computing, negotiating, leadership, project management)</p>	<ul style="list-style-type: none"> Exceptional communication skills to liaise with people with an extremely wide variety of technical abilities. Previous experience in a training role. Demonstrated understanding of training methods and delivery. A dedication to maintaining and / or creating clear and concise user documentation. Previous experience providing support in a Windows 7/10 desktop environment. Methodical and analytical in troubleshooting technical issues. Strong knowledge of relevant IT and Telephony systems including the Microsoft Office suite. Previous experience working closely with Senior Technicians. A strong continuous improvement orientation. Extremely professional when dealing with users and external organisations. A passion for everything related to technology. A calm and proactive approach, regardless of the situation at hand. Can listen to and understand others' points of view, issues, 	<ul style="list-style-type: none"> Experience with Industry recognised qualifications. An appropriate tertiary level professional qualification. Experience working in the technology and/or health sectors.

Position Description

	<p>concerns and respond appropriately.</p> <ul style="list-style-type: none"> • Ability and willingness to adapt to new process, methodologies and ideas. • A strong commitment to Health & Safety in the workplace. • Demonstrated ability to accurately follow processes and procedures. • Current New Zealand driver's license. 	
<p>Personal Competencies</p>	<ul style="list-style-type: none"> • Ability to achieve organisation and member practice objectives • Ability to work effectively and autonomously, with the flexibility to respond to a rapidly changing environment • Knowledge of the Health Sector and preferable understanding within the primary care environment with emphasis on general practice • Knowledge of the legal and ethical obligations relating to the handling of health information and privacy of individuals • Plans work to meet performance objectives • Can demonstrate awareness of practice management systems and supporting applications • Knowledge of the principles of the Treaty of Waitangi and how these relate to the development and application of specific initiatives for Maori • Demonstrates high attention to detail, maintaining the accuracy of work carried out • Ability to establish and develop effective internal and external working 	