



Te Whare Wānanga  
o Awanuiārangi

# Job Description

**Position Title** IT Desktop Engineer      **Team/School:** IT Department  
Corporate Registry

**Position Holder**      **Date** June 2026

**Reports to**      **Location** Whakatāne

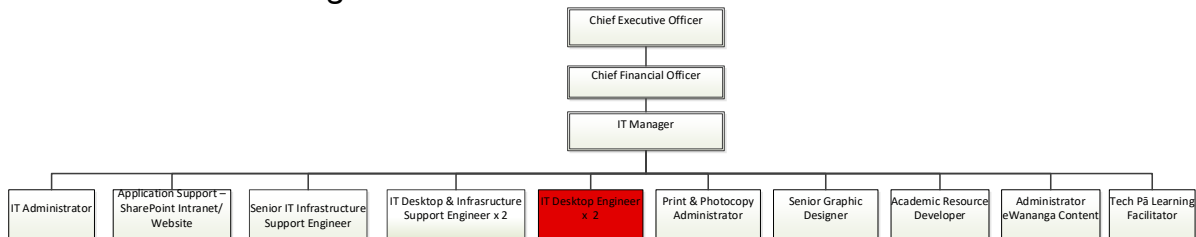
**Agreed By (Please Sign)** Position Holder

Manager/Team Leader

Date

HR Manager

Date



## STATEMENT

### The Wānanga:

- is firmly committed to the principle of equal opportunity for all and recognizes the need to give practical effect to such responsibilities both as an employer and as an educational provider.
- provides a supportive, safe and healthy environment which is conducive to quality teaching, research and community service.
- is committed to providing a workplace free from harassment.

## PURPOSE OF POSITION

The purpose of this position is to provide responsive, customer-focused Level 1 desktop, user and instructional technology support for staff and taura. The role diagnoses, resolves or escalates technical issues; undertakes scheduled maintenance; supports assigned applications and teaching technologies; and maintains clear communication with users, stakeholders and suppliers.

## **DIMENSIONS AND AUTHORITY**

**Staff:** Nil

**Financial:** Nil

## **RELATIONSHIPS**

### ***Internal:***

- All IT Department Staff
- Senior Desktop Engineer
- All Academic Staff
- All School Administration/Non-teaching Staff
- EA to CE
- Heads of Schools and other Managers in Schools
- All Academic Registry Staff
- All other Corporate Registry and HR Staff
- All other Staff

### ***External:***

- IT Hardware Suppliers
- IT Software Vendors and Contractors
- Approved IT Consultants
- Ngati Awa Runanga

## **KEY RESULTS AREAS**

The role encompasses the following major functions or Key Result Areas (KRA):

KRA 1. Desktop, User and Instructional Technology Support (Level 1)

KRA 2. Scheduled Maintenance

KRA 3. Customer Focus - Suppliers

KRA 4. Team and Personal Effectiveness

KRA 5. Other Corporate Activities

General Requirements of all Wānanga Employees

<b>Key Result Areas</b> <b>What am I meant to do?</b>	<b>How do I know I'm successful?</b>
<p><b>KRA 1: Desktop, User and Instructional Technology Support</b></p> <ul style="list-style-type: none"> <li>• Provide responsive Level 1 desktop, user and instructional technology support to Wānanga staff and taura by phone, face-to-face or remotely.</li> <li>• Diagnose, resolve or escalate desktop, operating system, application, identity and teaching-space technology issues in line with service expectations.</li> <li>• Set up, manage and support assigned applications and teaching technologies, including Zoom, video conferencing, projector presentations and phishing training tools.</li> <li>• Provide practical advice, user guidance and training sessions where required on IT equipment, applications, Wānanga-provided services and instructional technology.</li> <li>• Develop quick user guides, share knowledge and contribute to support resources for common or repeat issues.</li> <li>• Provide regular, clear updates to users and stakeholders on fault progress, resolution timeframes and escalation status.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and taura receive timely, effective Level 1 support through the most appropriate channel, with issues resolved or escalated in line with priority and agreed service expectations.</li> <li>• Desktop, operating system, application, identity and teaching-space technology issues are accurately diagnosed and resolved or escalated using sound troubleshooting practice.</li> <li>• Assigned applications and teaching technologies, including Zoom, video conferencing, projector presentations and phishing training tools, are set up, supported and maintained to meet user and teaching-space needs.</li> <li>• Users receive clear advice, guidance and training sessions where required to improve their confidence and effective use of IT equipment, applications, Wānanga-provided services and instructional technology.</li> <li>• Quick user guides, knowledge sharing and support resources are developed and maintained to improve Level 1 resolution guidance for common or repeat issues.</li> <li>• Users, stakeholders and taura receive timely, clear updates and support, with taura IT issues resolved or escalated in line with service expectations.</li> </ul>
<p><b>KRA 2: Scheduled Maintenance</b></p> <ul style="list-style-type: none"> <li>• Undertake scheduled maintenance for Wānanga computers and instructional technology.</li> </ul>	<ul style="list-style-type: none"> <li>• All scheduled maintenance is completed as scheduled and work completed logged.</li> <li>• Rostered checks of IT equipment in lecture theatres and teaching rooms are completed regularly.</li> </ul>

<p><b>KRA 3: Customer Focus - Suppliers</b></p> <ul style="list-style-type: none"> <li>• Collaborate with key suppliers.</li> <li>• Provide clear and concise communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Constant communication with key suppliers is maintained to provide resolution support.</li> <li>• Ongoing learning from key IT suppliers is maintained.</li> <li>• Suppliers are engaged with in a timely manner on key issues/faults.</li> <li>• The supplier is educated on change control practices.</li> <li>• Effective communication with stakeholders.</li> <li>• A strong customer focus is maintained.</li> </ul>
<p><b>KRA 4: Team and Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Provides relief to team members as required.</li> <li>• Fosters good communication.</li> <li>• Contributes to continuous improvement initiatives including improving help desk processes and support practices.</li> <li>• Continual updating of knowledge and skills relating to technology, administrative systems and other aspects of the position.</li> </ul>	<ul style="list-style-type: none"> <li>• Team is supported as required.</li> <li>• Feedback shows effective communication with the team and other staff.</li> <li>• Work processes are updated on an annual basis.</li> <li>• Professional development and training are undertaken as required.</li> <li>• Collaborate with IT staff to provide input into improving help desk services.</li> </ul>
<p><b>KRA 5: Other Corporate Activities</b></p> <ul style="list-style-type: none"> <li>• Comply with all legal and Awanuiārangi requirements. management.</li> <li>• Undertake any other duties as may be required by line manager.</li> <li>• Participates in Awanuiārangi events as required including Graduation.</li> </ul>	<ul style="list-style-type: none"> <li>• All legal and Awanuiārangi requirements are complied with.</li> <li>• Demonstrated flexibility and willingness to assist with other duties as required.</li> <li>• Evidenced by observation.</li> </ul>
<p><b>General Requirements of all Wānanga Employees</b></p> <ul style="list-style-type: none"> <li>• Possess a student-centric work ethic. Actively seek to provide the best possible service to our students.</li> <li>• Promote the Wānanga as a positive and dynamic learning environment.</li> <li>• Strive for high student retention and success.</li> <li>• Meet your obligations under the Health and Safety at Work Act 2015 by. <ul style="list-style-type: none"> <li>○ Being responsible for maintaining a safe and healthy workplace</li> <li>○ Following health and safety rules, policies and procedures,</li> <li>○ Reporting accidents, injuries and unsafe equipment, practices or conditions</li> <li>○ Taking reasonable care to look after your own health and safety at work, your fitness for work, and the health and safety of others.</li> </ul> </li> </ul>	

- Under the Public Records Act 2005, everyone working within Te Whare Wānanga o Awanuiārangi is responsible for creating and maintaining full and accurate records of the activities of the organisation, carried out within established records management guidelines.
- Create and maintain complete and accurate information and records within their domain in approved business information systems and applications in a timely manner as a routine part of their work practice.
- Comply with information and records management policies, standards, guidelines, and procedures.
- Be culturally aware and uphold EEO in all aspects of work and development.
- Participate in the Wānanga appraisal process.
- Improve and develop yourself through training and professional development opportunities.
- Undertake any other key duties as agreed with your manager.

The responsibilities and expectations outlined in this job description may after consultation vary from time to time according to the needs of the Team, and the clients of Wānanga. Instructions for any variances will be communicated by the Manager.

## Person Specification

<b>Technical/Professional Qualification</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Relevant IT qualification at diploma level or equivalent relevant experience.</li> <li>• Full class 1 driver's licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant IT degree.</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• 3 years Helpdesk / Desktop Support experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience with the use of instructional technology in an Academic environment.</li> <li>• Experience in the tertiary sector.</li> </ul>
<b>Skills and Attributes</b>	
<ul style="list-style-type: none"> <li>• Comprehensive understanding of the latest Operating Systems.</li> <li>• Comprehensive understanding of change control processes.</li> <li>• Strong understanding of installing hardware in Server and Domain managed environments.</li> <li>• Strong technical understanding of configuring user defined profiles.</li> <li>• Strong computer skills and the ability to troubleshoot and diagnose problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of network technology.</li> </ul>

<ul style="list-style-type: none"> <li>• Basic Te Reo Māori skills and a willingness to improve Te Reo Māori skills beyond basic.</li> <li>• Understanding of: <ul style="list-style-type: none"> <li>• LAN</li> <li>• Windows Server</li> <li>• Active Directory / Entra ID</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Intermediate level Te Reo Māori skills.</li> </ul>
<b>Competencies</b>	<b>Looks Like</b>
<p><b>Values Alignment</b></p> <p>Aligning personal values with organisational values. Modelling commitment to organisational values. Identifying and committing to personal goals, aspirations, and values, and integrates these into practice.</p>	<ul style="list-style-type: none"> <li>• Examines and clarifies personal values and behaviours.</li> <li>• Communicates and models organisational values.</li> <li>• Uses organisational values in decision-making.</li> <li>• Manages own personal development and learning.</li> </ul>
<p><b>Tauira/Customer Service</b></p> <p>Proactively develops student/customer relationships by making efforts to listen to and understand the tauira/customer (both internal and external); anticipating and providing solutions to tauira/customer needs; giving high priority to tauira/customer satisfaction.</p>	<ul style="list-style-type: none"> <li>• Focuses on tauira/customer needs and meets or exceeds their requirements</li> <li>• Clarifies tauira/customer needs</li> <li>• Confirms satisfaction</li> <li>• Listens and empathises</li> <li>• Develops approaches that provide total solutions for tauira/customers.</li> </ul>
<p><b>Interpersonal Skills</b></p> <p>Demonstrates an ability to use a variety of interpersonal techniques to effectively deal with a variety of people and situations.</p>	<ul style="list-style-type: none"> <li>• Uses good listening and questioning techniques.</li> <li>• Develops good rapport with people at all levels.</li> <li>• Accurately interprets others' behaviour and adapts own approach accordingly.</li> </ul>
<p><b>Problem Solving</b></p> <p>Demonstrates an ability to successfully manage problems with high complexity and a long-term focus.</p>	<ul style="list-style-type: none"> <li>• Adopts a long term rather than short term view when seeking solutions.</li> <li>• Generates solutions which meet the needs and agendas of the parties involved.</li> <li>• Manages problems with high complexity.</li> </ul>

<p><b>Work Standards</b></p> <p>Setting high goals or standards of performance for self and organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.</p>	<ul style="list-style-type: none"> <li>• Sets high performance standards.</li> <li>• Emphasises high standards to others.</li> <li>• Shows pride when standards are met.</li> <li>• Shows dissatisfaction with substandard performance.</li> </ul>
<p><b>Attention to Detail</b></p> <p>Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.</p>	<ul style="list-style-type: none"> <li>• Clarifies details of tasks.</li> <li>• Completes all details.</li> <li>• Checks outputs for accuracy and completeness.</li> <li>• Follows established procedures.</li> <li>• Maintain checklist to cover details.</li> </ul>
<p><b>Technical/Professional Knowledge</b></p> <p>Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping abreast of current developments and trends in area of expertise.</p>	<ul style="list-style-type: none"> <li>• Understands technical terminology and developments.</li> <li>• Knows how to apply a technical skill or procedure.</li> <li>• Knows when to apply a technical skill or procedure.</li> <li>• Performs complex tasks in area of expertise.</li> </ul>
<p><b>Teamwork/Collaboration</b></p> <p>Building and participating in effective teams to accomplish organisational goals. Understanding the importance of collaboration and shared values in creating a high-performance environment. Understanding teams are to drive for better results and enhanced performance; teamwork is as important as teams.</p>	<ul style="list-style-type: none"> <li>• Contributes to team development, shares ideas and achievement of results.</li> <li>• Clarifies roles and responsibilities, and priorities.</li> <li>• Looks to help others.</li> <li>• Supports team decisions and shares accountability within the team.</li> <li>• Works co-operatively and exchanges information freely.</li> </ul>

## TE WHARE WĀNANGA O AWANUIĀRANGI - VISION, MISSION AND VALUES

### VISION

*Rukuhia te Mātauranga ki tōna hōhonutanga me tona whānuitanga. Whakakīia ngā kete a ngā uri o Awanuiārangi me te iwi Māori whānui ki ngā taonga tuku iho, ki te hōhonutanga me te whānuitanga o te mātauranga kia tū tangata ai rātou i ngā rā e tū mai nei.*

Pursue knowledge to the greatest depths and its broadest horizons. To empower the descendants of Awanuiārangi and all Māori to claim and develop their cultural heritage and to broaden and enhance their knowledge base so as to be able to face with confidence and dignity the challenges of the future.

### MISSION

*Ū tonu mātou ki te whai ki te rapu i te hōhonutanga o te mātauranga kākanorua o Aotearoa, kia taea ai te kī, ko wai anō tātou, me te mōhio ko wai tātou, kia mōhio ai nō hea tātou, me pēhea hoki tātou e anga whakamua.*

*Parau ana tēnei ara whāinga, hei whakapūmau anō i te tino rangatiratanga, hei taketake ai te ihomatua Māori me ōna tikanga kia ōrite ai te matū ki ngā mātauranga kē.*

*Koia rā ka tū pākari ai, tū kotahi ai hoki me ngā iwi o te ao tūroa. Koia nei te ia o te moemoeā me ngā tūmanako o Te Whare Wānanga o Awanuiārangi.*

### **Haere mai... Me haere tahi tāua.**

We commit ourselves to explore and define the depths of knowledge in Aotearoa, to enable us to re-enrich ourselves, to know who we are, to know where we came from and to claim our place in the future.

We take this journey of discovery, of reclamation of sovereignty, establishing the equality of Māori intellectual tradition alongside the knowledge base of others.

*Thus, we can stand proudly together with all people of the world. This is in part the dream and vision of Te Whare Wānanga o Awanuiārangi.*

### VALUES

**Manaakitanga:** To respect and care for students, our manuhiri, our communities and each other.

**Whanaungatanga:** To value all relationships and the kinship connections with our students, our communities and each other.

**Kaitiakitanga:** To ensure the ongoing sustainability of our organization and to protect and support the unique obligations we have to Ngāti Awa, Mataatua and wider whanau, hapu and marae.

**Pūmautanga:** To commit to excellence and continuous improvement in everything we do.

**Tumu whakaara:** To inspire and ethically lead through example and outstanding practice.

## **BACKGROUND**

Te Whare Wānanga o Awanuiārangi is a vibrant and exciting tertiary education institution providing a dynamic learning environment where students can discover their own potential for educational success.

Our programmes are designed to ensure academic excellence – we are benchmarking our programmes against those of other institutions and lifting the bar on standards. As we lift our research capacity, ongoing programme re-development will be informed by best practice.

As a Wānanga, Te Whare Wānanga o Awanuiārangi is charged with delivering tertiary programmes grounded in Kaupapa Māori and Āhukatanga Māori. This means that Māori knowledge and practices are central components to the academic programmes, engagement in PLD projects, teaching delivery and student experiences.

Tikanga Māori and Te Reo Māori are central to the way in which we operate and are reflected across Te Whare Wānanga o Awanuiārangi in our programmes and practices. While some of our programmes have a high level of Māori language emphasis, others are designed to support new and emerging language learners.

Te Whare Wānanga o Awanuiārangi further provides programmes that are portable and transferable both nationally and internationally. Therefore, it is important that we explore and integrate the World view of both Māori and other indigenous peoples and engage in and critique the world views of others.

Transformative approaches to educational achievement are a cornerstone of our broad and unique programme offerings, as we focus on providing an education that will encourage and support community development and growth, enable educational portability for our students both within Te Whare Wānanga o Awanuiārangi and the wider tertiary sector.

Operations are based at three locations – Whakatāne, Tāmaki Makaurau (*Auckland*) and Wairoa. We also deliver on marae across the Te Ika a Maui (*North Island*).

### **Information Technology Services Department**

The Information Technology Services Department provides integrated ICT strategies to assist Awanuiārangi in reaching its strategic goals.

The team is responsible for a diverse range of IT support operations including:

- Deploying approved ICT projects aligned to the ISSP and Wānanga TEC Investment Plan.
- Onsite help desk IT to support staff.
- Providing rostered support for student noho in Auckland and Whangarei, and weekend on-call roster
- Consulting and advising on technology trends, impacts, risks and relevance for the Wānanga.
- Maintaining Video Conferencing systems infrastructure.
- Living the customer values of the IT Department that produces quality ICT support for students and staff.
- Supporting relevant infrastructure and technical components of mission critical applications.