

# Job Description



JOB TITLE: IT Support	
LOCATION: Auckland HQ	
POSITION TYPE: Permanent Full Time	WORKING HOURS: Mon – Fri (Flexitime)
REPORTS TO: IT Manager	

## Purpose

The mission is to provide technical assistance and support to end-users within the organisation resulting in smooth and successful operation of the IT, Telecoms and audio-visual equipment as an expert for all IT systems, software and hardware.

This role involves troubleshooting hardware and software issues, resolving technical problems, and ensuring the smooth operation of IT systems and services

In short, this role requires a high standard of accurate service as the 'technology' point of reference for employees.

## Responsibilities

- Provide first-line support to end-users for hardware, software, and network-related issues. Diagnose and resolve technical problems promptly and efficiently
- Perform routine maintenance and updates on IT systems, including installing software, applying patches, and managing user accounts
- Log, track, and manage support requests using the company's ticketing system. Ensure timely resolution of incidents and escalate complex issues to higher-level support when necessary
- Maintain an inventory of IT equipment and software licenses. Assist in the procurement and deployment of new hardware and software

## Skills / Qualifications

- Associate or bachelor's degree in information technology, Computer Science, or a related field. Relevant certifications (e.g., CompTIA A+, Microsoft Certified IT Professional) are a plus
- Proficiency in troubleshooting hardware and software issues. Knowledge of operating systems (Windows, macOS, Linux), networking, and common office applications
- Excellent verbal and written communication skills. Ability to explain technical concepts to non-technical users
- Strong analytical and problem-solving abilities. Ability to work independently and as part of a team

## Key Working Relationships

Internal: ○ All Haka Employees

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|-----------|---|
| External: | <ul style="list-style-type: none"> <li>○ Guests</li> <li>○ Suppliers</li> </ul> |
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## *Performance Metrics*

<i>Key Deliverable</i>	<i>Means of Achieving</i>
Incident Resolution	<ul style="list-style-type: none"> <li>○ Achieve an average ticket resolution time of less than 24 hours</li> <li>○ Quickly acknowledge and respond to support requests, ensuring that users feel heard, and their issues are being addressed in a timely manner</li> <li>○ Utilise strong analytical and problem-solving skills to diagnose and resolve technical issues efficiently, minimizing downtime and disruption for end-users</li> </ul>
System Uptime	<ul style="list-style-type: none"> <li>○ Ensure system uptime of 99.9% or higher</li> <li>○ Ensure any system downtime is communicated clearly to all stakeholders and in a timely manner</li> </ul>
User Satisfaction	<ul style="list-style-type: none"> <li>○ Maintain a first-call resolution rate of 80% or higher</li> <li>○ Achieve a user satisfaction score of 90% or higher in support surveys</li> </ul>
Documentation	<ul style="list-style-type: none"> <li>○ Maintain accurate and up-to-date documentation of IT processes, procedures, and support activities</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>○ All health &amp; safety protocols are adhered to.</li> <li>○ Understand and adhere to all Haka H &amp; S procedures and policies</li> <li>○ All incidents are reported using the incident reporting form</li> <li>○ Report any major incidents using the incident management table without delay</li> </ul>
Core Values	<p>Alignment with our core values is assessed by an annual 360-degree employee feedback process.</p> <p>Our values are:</p> <p><b>Whanau</b> The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do.</p> <p><b>Aotearoa Proud</b> We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history &amp; geography to our guests.</p> <p><b>Keeping it Real</b> We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull.</p> <p><b>One In a Million</b> At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80.</p> <p><b>Reach For It</b> Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way.</p>

