Service Desk Analyst

Reports to:	Service Desk Team Leader	**Position Status:**	Fixed Term – 6 months
Unit:	Digital and Technology	**Location:**	Wairakei
Department:	Digital Systems and Information	**Team:**	IT Operations and Support
Direct Reports:	Nil	**Budget & Delegated Authority:**	Refer to Delegated Financial Authority Policy
Career Step:	Technician 1 / Band 4	**Job Family:**	Operations, Data and Technology
Career Path:	Specialist	**Date:**	November 2025

Role Purpose

To provide responsive IT support and technology services to Earth Sciences New Zealand staff, while contributing to the successful delivery of device deployment and migration initiatives that enable our people to work effectively and securely.

Position Priorities and Responsibilities

- Acknowledge, assist, and manage all incoming 1st and 2nd level support queries to the helpdesk, including installation, maintenance and troubleshooting of PC equipment, peripherals and software and the creation and maintenance of user accounts and access.
- Manage the deployment of new and replacement devices as part of providing the core GNS personal desktop computing platform environment, plus the administration and maintenance of all shared equipment that DS&I provide to ESNZ staff
- Contribute to the security of software, hardware, networks, and data by assisting DS&I team members and ESNZ staff to prevent and eliminate InfoSec risks.
- Instruct and educate staff about effective use of software, technology systems, and telecommunications equipment including computers, printers, phones, and video conferencing.
- Assist with the creation and updating of site IT documentation including the administration and updating of our IT asset documentation and management tools

Responsibilities of all Employees

- Comply with all Earth Sciences New Zealand policies, procedures and frameworks, and act in line with the organisational values.
- Contribute to our healthy and safe workplace by following HSW expectations outlined in and integrated into our operational practises and HSW frameworks, including undertaking HSW training and participating in health-monitoring programmes relevant to your work.
- Work effectively as a team member by fostering good relationships and supporting others, providing coverage of other functions as required and ensuring workloads are evenly spread.
- Have the flexibility to adapt and develop as the organisation and its environment evolves.
- All employees are expected to uphold and demonstrate Earth Sciences New Zealand's values in their daily work. Our values guide how we work together, make decisions, and deliver outcomes, and are reflected through behaviours that contribute to a positive and inclusive workplace.

- **People Matter**– Great work starts with how we treat each other.
- **Stronger Together**– We're at our best when we deliver together.
- **Trusted Science**– Trust is earned through the excellence of our work.
- **Big Impacts**– Our expertise makes a real difference for Aotearoa and beyond.

Key Working Relationships

Internal	External
• Service Desk Team Leader, DS&I teams and staff.	• Vendors

Person Specification

Qualifications and Experience

Essential

- 2+ years in a corporate IT environment.
- A relevant tertiary or technical qualification or demonstrated industry experience.

Desirable

- Passed the latest ITIL Foundations course iteration or equivalent service delivery framework.
- Experience working with a variety of operating systems, manufacturers hardware and on premises and cloud-based systems.
- Demonstrated experience in customer service support (including dealing with complex information and de-escalating conflict).

Skills, Knowledge and Attributes

- Strong communication and relationship management skills.
- Strong motivation and drive.
- A willingness to learn and stay up to date with new technology.
- Ability to read, interpret, understand, and apply technical documentation.
- Excellent problem diagnosis and problem-solving skills.
- Ability to take the initiative to research, assess, and communicate new ideas and technologies.