IT Support Assistant– Job Description

English Language Partners New Zealand

Who we are: English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with former refugees and migrants and operates in 22 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission. Our national office is in Wellington.

Our vision: Former refugees and migrants settle well and succeed in Aotearoa New Zealand.

Our purpose: We teach English and support people to settle, work and succeed.

Our values:

Partnership
We work together for success

Excellence
We value our work and aim high

Diversity
We are welcoming

Respect
We care, listen and respond

IT Support Assistant

Why I'm here: The IT Support Assistant supports the Information and Communications Technology (ICT) Manager to maintain and operate our ICT process, security, and systems. The IT Support Assistant is the primary help desk contact for day-to-day systems administration support and user access across the organisation.

Support extends to ICT administration, system security, cyber security, monitoring system stability and performance and 'system back ups'.

You exercise your initiative regularly, scanning the environment for better ways to do things, questioning why, and looking for anomalies and gaps.

Reporting to: Information and Communications Technology (ICT) Manager

Location: National Office

Working with: ICT Manager and 3rd party ICT providers, Senior Management Team and other national office staff, Centre Managers and Centre Staff.

Last Review: January 2024

KEY ACCOUNTABILITIES	KEY OUTCOMES
1. **Process and System maintenance, User access and Security** *Supports the development and refinement of systems that support the business.* *Administers secure User access within business rules.*	• Oversee User access on ELP ICT Systems and equipment including, setting up new users, removing Users and resetting passwords as required. Maintain Entra ID (Azure Active Directory). • Order (within delegated authority) configure and set up tablets, Laptops, mobile phones and related ICT equipment/systems. • Identify and develop ICT processes and systems that support the innovative, and efficient functioning of the organisation. Opportunities to simplify, streamline, automate and improve processes and systems are identified and actioned. • Support the continued refinement of MS Teams and other Microsoft tools at ELP. Ensure quality standards are maintained across all IT. • Support the ongoing maintenance of myCentre with centre staff, ensuring file management, document maintenance and archiving is consistently applied across myCentre sites. • Support the ongoing maintenance of Miro ensuring access and library structures are up-to date and file management, document maintenance and archiving is consistently applied in accordance with our privacy and record keeping policies. • Support the ongoing maintenance of Circle with volunteers ensuing access and structures are up-to-date and fit for purpose.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	• Provide leave cover for the ICT Manager and support with other tasks as directed.
2. System support and training *Supports adoption of business systems through provision of training and support.*	• Provide new staff ICT induction and initial system set up/training on ICT tools and systems. • Support ongoing training, embed the continues adoption of and provide technical guidance to staff on SharePoint (Miro), myELP, Teams, MyCentre and Circle. • Design and deliver internal training and develop instructional materials, resources and guides to support ICT business projects and systems as needed (may include sourcing external training when applicable). • Design and deliver internal training and develop instructional materials to support the business to build capability across all MS Office Products. • Provide hardware support to national office staff and remote support to staff nationally. • Provide support to phone systems and ELP mobile phones. • Provide input into regular internal communications and events to support system/project uptake and adoption. • Enable feedback between centres and national office, to inform process and system improvement.
3. Project Support *Supports the business to deliver key projects through the provision of high-quality administration, research, analysis, project coordination and implementation.*	• Work with the ICT Manager to provide ICT input on projects to ensure IT systems, security and functionality are represented in research and decisions. • Support ICT Manager and project leads with qualitative and quantitative ICT related research and analysis on their projects, providing robust data and analysis to support good decision making. • Input into written reports, providing high quality information and evidence-based, well-reasoned advice and recommendations. • Support project leads to identify ICT risks and troubleshoot potential problems associated with their projects. • Support ICT Manager and project leads to maintain project documentation and tracking. Assists in project implementation as needed within ICT remit e.g. data cleansing, data migration etc.
4. Diversity and Inclusion	• Support and contribute to the organisations development of diversity and inclusion work. • Undertake work to review and reduce risk of discrimination with the scope of work responsible for.

KEY ACCOUNTABILITIES	KEY OUTCOMES
5. Professional Standards and evaluative self-assessment *Contributes to their own professional development and undertakes additional duties as required and delegated by your manager, to meet the priorities and needs of the business.*	• Participate in any relevant training or coaching (e.g. inductions) relevant to the role. • Maintain personal professional standards through professional development (where relevant and agreed). • Participate in ongoing evaluative self-assessment and contribute to a culture of innovation and continuous improvement. Provide information for the ESA team as requested. • Attend and contribute at staff meetings, planning days, National Office Quality Standards Review, team meetings and other meetings as required. • Build strong and collaborative interdepartmental relationships with the national office teams. • Any other projects and initiatives as agreed that arise appropriate to your role and experience • Observe ELPNZ Guiding Principles, Code of Conduct, policies, and procedures.
6. Health, Safety & Wellness *Carry out duties in a safe manner.* *Speak up if something isn't right.*	• Take reasonable care for your own health and safety and ensure that your actions don't cause harm to yourself or others. • Comply with any reasonable instructions, policies, or procedures on how to work in a safe and healthy way. • Report any hazards, accidents, substandard conditions, concerns or near misses. • Comply with emergency procedures and actively participate in drills. • Participate in any incident review or investigation as appropriate. • Actively participate in all health and safety training provided.

The qualities, skills and experience I need

Knowledge, Technical Skills, and Experience:

Essential

- Experience and/or a qualification (or studying towards one) in ICT and/or degree qualification within a discipline with IT/Computer Science/Business systems.
- Highly competent IT user, who is skilled in the use of MS Suite – Word, Excel, PowerPoint, and SharePoint (essential), Teams (highly desirable), Circle/Slack (desirable).
- Picks up new technology easily.
- Good knowledge of Microsoft Entra ID (Azure Active Directory), user and group access to systems.
- Good knowledge of system security, and best and emerging security practices.
- Experience in producing effective presentations, workshops, and training, as well as in writing detailed guidelines for staff use.

Desirable

- Experience with or knowledge of Microsoft Power Automate (MS Flow), or other automation tools, form creation tools and/or experience building workflows
- Knowledge of and/or experience using AI tools and technology in business.

Personal Qualities

- Ability to communicate complex ICT matters to people with varying technical capability, including breaking complex ICT into practical steps.
- Ability to understand complex technology-related terminology and concepts and communicate these in clear written form.
- Excellent interpersonal skills, customer-focused approach and able to handle stressful situations with a smile.
- Focus on detail and data driven mind-set.
- A curious critical thinker who is forward thinking and holds the ability to challenge the status quo.
- Effective time management skills and ability to juggle multiple priorities.
- Sound judgement and initiative.
- Supports the vision and purpose of English Language Partners.
- Honesty and integrity.
- The ability to work collaboratively with people, to build and maintain strong relationships, and work towards shared goals.
- Ability to work under pressure, independently and as part of a team.
- Be flexible and highly adaptable to ever changing priorities.
- Commitment to the Treaty of Waitangi and willingness to engage with te reo and tikanga Māori.
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.