Position Description

Title	Business Services Support
Location	Flexible
Reports To	IT Manager
Direct Reports	No

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.

Our Vision
Habit will be a fully integrated rehabilitation, health and fitness provider with a national presence, seen as the 'go to' provider in New Zealand and an employer of choice.

Our Culture
Our vision, values, purpose and how we operate all contribute towards providing a safe, productive and positive culture.

Our Values
Lead the way
Driven by innovation and supported by best practice, we achieve the best outcomes possible.
Teamwork makes the difference
We are one team. The spirit of collaboration is key to our success.
Passionate about people
People are at the heart of what we do, that's why we are passionate about making a difference.
Embrace Te Tiriti principles
Authentically supporting tangata whenua in Aoeteroa enables us to achieve the best outcomes

Our Purpose
We support people in their communities to optimise health and live their best life.

Position Purpose

Business Service Support (help-desk) will be responsible for providing excellent front-line IT support and customer service dealing directly with employees at Habit Health troubleshooting and solving IT related issues (hardware, systems, software and printer) and managing all user and service requests for all support functions within Habit Health Business Services.

Business Service Support roles are differentiated by the Support Level eg. Level 1, 2, 3 which reflects level of support and capability.

This position description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative environment.

Key Accountabilities

IT Support
- Provide support for all service and incident requests related to computer systems, software, and hardware.
- Serving as the first point of contact for customers seeking technical assistance for open service requests, phone calls and emails.
- Providing front-line technical support across the company, remote troubleshooting through diagnostic techniques and pertinent questioning.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Walk the customer through the problem-solving process
- Identify and suggest possible improvements on procedures
- Provide accurate information on IT products or services

- Direct unresolved issues to the next level of support personnel and/or technical support advisor.
- Record events and problems and their resolution in logs
- Always follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Respond in a timely manner, based on KPIs, to all service requests
- Logging customer/employee queries - maintain service request logs/database of all service requests for all functions of Habit Health Business Services (IT, Property, Assets, Finance and Admin).
- Analysing call logs to spot trends and underlying issues
- All other duties as required

IT Support levels

Level one:
- Ticket triaging
- Initial ticket response
- First point of contact
- Chasing up overdue tickets
- Basic troubleshooting
- Simple requests
- Printer driver installation
- Password resets
- Leaver and starter request management
- Backup monitoring
- PC builds
- Light documentation development
- Knowledgebase management

Level two:
- Higher level troubleshooting
- P1 and P2 ticket management
- 3rd party escalations
- Grey area diagnosis
- Systems management
- Network management
- Backup management
- In-depth documentation development
- Knowledgebase management

Level three:
- Priority 1 escalation
- Systems design, development and engineering
- Network design, development and engineering
- Process design, development and management

Reports

- Compile periodic reports to support analysis of all service requests and business services delivery
- Data analysis

General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi • Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.

Key Performance Indicators

Deliverables
- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle. This may include:
    - Metrics
    - Projects
    - Process improvement initiatives
    - Other stretch objectives

Core Behavioural Competencies
Please refer to SharePoint for the full descriptors.

Customer focus*	Motivation to achieve	Teamwork	Leadership**
Act with the customer in mind and ensuring the customer is at the centre of everything you do.	Be action-oriented and respond positively to challenges and opportunities.	Work together constructively and put the team ahead of individual success.	Provide clear direction and build commitment within the team to achieve Habit Health objectives.

*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.
**Only applies to people managers and roles on pathway to leadership.

Culture
Exemplify our vision, purpose, and values in everything that you do.

Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:
- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.

- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

Qualifications, Knowledge, Skills and Experience

Qualifications
- Relevant tertiary qualification in ICT, computer science and/or business information systems or working toward one (highly desirable)
- 1-2+ years practical experience working in e.g. desktop support, IT maintenance, call centre, system SME

Experience
- Knowledge of and experience with Microsoft Exchange Server, Windows Server, Windows OS, Office 365, Active Directory, Gensolve (desirable).
- Knowledge of and experience in ITIL methodologies and certifications (highly desirable)
- Knowledge of ITIL Practitioner certification (highly desirable).
- Microsoft Office 365 (certified or highly proficient)

Personal Attributes
- Strong personal maturity with the ability to prioritise tasks based on urgency and importance.
- Excellent time management skills and multi-tasking abilities.
- Self-motivated to learn new skills and keep up to date with all relevant technology.
- Solutions focussed and results driven, able to work in detail without compromising service delivery.
- Diagnostic abilities: experience developing and implementing technical solutions and strategies coupled with an ability to analyse, test and implement fit-for-purpose solutions (Hardware/ Software/ BI/ Network design).
- Analytical out of the box thinker: planning, analysis and problem solving.
- Critical thinker – able to use logic to solve issues and develop more efficient processes and/or systems
- Conflict resolution, negotiation and decision-making skills.
- Collaborative team player, able to work as part of a team
- Advanced communication skills – written and verbal
- Strong all-round ability with sharp intellect, professionalism and well-developed EQ.
- Knowledge of and experience with web services, API and IP based protocols
- Excellent problem-solving skills, customer service skills and patience to deal with differing personalities, capabilities and needs within the wider Habit Health team.
- Attention to detail, Logical thinker
- Knowledge in how operating systems and software works
- Interpersonal skills as you will regularly be in contact with colleagues and/or customers
- The capacity to clearly explain a technical problem to a customer
- Outstanding listening and questioning skills to diagnose and resolve issues efficiently and effectively
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence across a professional services group.

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