*Position Description*

Service Desk Consultant

*Location:* Palmerston North, Wellington

*Reporting to:* Manager, Service Desk

*Business Unit:*  Business Information Services

*Direct Reports:*  Nil

*Date Last Reviewed:* August 2024

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| ***About FMG******Formed by farmers for farmers over a century ago, FMG is New Zealand’s leading rural insurer providing risk advice and insurance solutions for farmers, growers, commercial businesses, the lifestyle sector and domestic clients.******We’re proudly 100% New Zealand owned and operated and our focus is on helping our clients to achieve their goals. As a mutual organisation, we’re all about giving rural New Zealanders a better deal, and part of this involves reinvesting all profits back into the business to keep premiums stable and ensure the future sustainability of the organisation.*** |
| ***FMG’s Values***The FMG brand represents promises about what clients can expect from us and each of us is responsible for delivering on these promises. Living our company values means we deliver the best brand experience for our customers. Our company values are:

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| * Do what’s right - Whāia te ara tika
 | * Make it happen - Whakatutukitia
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| * We’re in it together - Ko tātau tātau
 | * Proud of who we are Whakahīhī i te whakapapa
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| ***Work Environment***We strive to provide an environment that promotes and fosters achievement. We place importance on career development and training to give our people the tools they need to succeed.Business Information Services is in the business of keeping FMG running, making sure that everything is as it should be in the IT environment, and contributing to the ongoing business improvements. We are located in Head Office Palmerston North, along with the centralised IT infrastructure. |
| ***Purpose of the role***To implement and maintain a reliable computing environment that meets users’ needs. |

***Key Responsibilities***

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| Area | Responsibilities |
| Technical Support and Troubleshooting | * Provide Tier 1 technical support to end-users by phone, walk-ups or via the ticketing system
* Diagnose and resolve software, hardware and network issues in a timely and efficient manner
* Perform root cause analysis for recurring issues and recommend solutions to prevent future occurrences.
* Assist with the installation, configuration, and maintenance of end-user FMG supplied devices
* Liaising with vendors and other FMG staff

Escalate complex or unresolved issues to escalation support groups or external vendors, as appropriate* Provide onsite support as and when required
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| Maintaining hardware and software | * Ensuring that all work done meets end-users needs and operates within the FMG architecture and security
* Ensuring appropriate process standards are met and maintained
* Deploying SOE and required applications to FMG approved hardware
* Maintaining the pool of hardware and ordering from FMG preferred suppliers
* Follow up on equipment returns as required
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| Incident Management | * Accurately log and document all incidents and service requests in the ticketing system
* Categorise and prioritise incidents based on their impact and urgency, following established ITIL processes
* Ensure service level agreements (SLAs) for response and resolution times are consistently met or exceeded
* Monitor and manage the incident queue, ensuring timely updates and communication with end-users throughout the incident lifecycle
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| Vendor partnerships | * Work collaboratively with external parties for incidents and requests
* Follow up on work awaiting external party action
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| Trends Analysis | * Identify and report on repetitive incidents
* Stay informed on problem updates, resolutions and implementation
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| Customer Service and Communication | * Demonstrating a customer centred approach by ensuring work is completed on time and to a high standard
* Provide excellent customer service by maintaining a professional, courteous, and empathic approach when dealing with end-users
* Communicate effectively with users to understand their needs and provide appropriate solutions or guidance
* Proactively follow up with users to ensure customer satisfaction has been met
* Educate end-users on IT policies, procedures, self-servicing functions and best practices to prevent common issues and improve IT literacy
* Given the nature of services provided by Business Information Services, this may require working outside of normal business hours or working additional hours
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| Projects Involvement | * Take responsibility for the execution of tasks assigned
* Positive adaptability to change
* Assist with establishing processes required for the Service Desk and manage the transition to BAU
* Ability to be open minded and think outside of the square to make things work
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| Reporting and Metrics | * Monitors own productivity levels to ensure that set baselines are consistently being met
* Works towards improving Fixed on First statistics through knowledge transfer
* Achieve productivity and performance measures
* Comply with call handling processes
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| Health & Safety | * Complies with safety and wellbeing policy and procedures, including accident and incident reporting and hazard management requirements
* Works in a safe manner at all times and does not undertake activities without appropriate training
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| **COMPETENCIES** |
| *\*see competency framework for behaviours expected at each level* | *Expected Level* |
| **Customer Driven (Internal & External)**A commitment to understanding the needs and best interests of both internal and external clients, in order to provide them with outstanding customer service and help them to make informed decisions. | Competent\* |
| **Accountability**Taking personal ownership of decisions, behaviour, and development, and being responsible for how these actions impact on the wider organisation and customers.  | Intermediate\* |
| **Adaptability**Demonstrating a willingness to engage in a changing environment and being flexible and comfortable working with change. | Competent\* |
| **Motivation and Drive**The determination to achieve goals and strive for excellence. | Intermediate\* |
| **Relationship Building**Developing and maintaining positive, professional relationships that are built on mutual trust and respect. | Competent\* |
| **Teamwork**Making a positive contribution to the FMG team and collaborating effectively with others to achieve objectives. | Competent\* |
| **Critical Analysis**The capability to identify key issues, trends, or important facts from information and to question and probe. | Intermediate\* |
| **KNOWLEDGE** |
| **Qualifications** | ITIL Foundation certification preferred; additional IT certifications are a plus or relevant experience in a customer support role |
| **Business Awareness** | Understands or has a vested interest in internal workings of FMG and how business works; FMG's position in the advice and insurance market and the competition. |
| **Legal Knowledge** | Has legal knowledge e.g. indemnity, liability, the Privacy Act etc. |
| **Systems Knowledge** | Knowledge of Microsoft Entra ID (AAD), InTune, Remote support tools  |
| **Specialist Knowledge** | Knowledge of systems integration. |

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| **SKILLS** |
| **Written Communication Skills** | Able to write clear and concise notes that are easily understood by technical and non-technical users |
| **Verbal Communication Skills** | Communicates clearly in order to present information to persuade and influence others. |
| **Listening Skills** | Demonstrates active listening skills through eye contact, paraphrasing, appropriate body language and checking understanding. |
| **Technology Skills** | Proficiency in troubleshooting hardware, software, and network issues; experience with ticketing systems (e.g. Service Now, Jira, Manage Engine) and remote support tools. |
| **Risk Assessment Skills** | Identifies, understands and mitigates the risks that may impact on FMG's strategy, initiatives and reputation. |

***Relationships***

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| External | Internal | Committees/Groups |
| * External support groups
* Suppliers, for support purposes
 | * All FMG Staff
 | * None
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***Financial Authority Levels***

• No authority to approve or commit expenditure.

***Human Resources Authority Levels***

• Not applicable

***Agreement***

I agree to the outline of the role as contained in this document and I recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I as Job holder, allow my Manager to gather information from third parties where necessary for the purposes of performance management.

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