



**OUR VISION:** To be the “must experience” museum that uses past, present and future Kiwi technology and ingenuity to educate and inspire the innovators of tomorrow.

- KIA WHAKATŌMURI TE HAERE WHAKAMUA -

**Position:** ICT Technician

**Reports to:** ICT Manager

## PURPOSE OF THE ROLE

Reporting to the ICT Manager, the ICT Technician provides ICT support, project coordination, and first-level and second-level technical support for teams across the Museum. The responsibilities in this role extend to all ICT infrastructure, including acting as the primary point of contact for the phone system.

## RESPONSIBILITIES

### TECHNICAL

- Provide first-level technical support and some second-level technical support to the Museum on an as required basis, including supporting both mobile and desk phones.
- Support the ICT Manager with the maintenance of MOTAT’s ICT framework, systems and projects, at all times ensuring the security and integrity of the ICT environment.
- Ensure the effective monitoring, allocation, and administration of ICT equipment and systems. This includes new PCs, laptops, tablets, and phones and scheduled replenishments.
- Ensure that all MOTAT Team Members are provided with appropriate hardware and access to ICT systems in accordance with the requirements of their role.
- Manage and maintain Active Directory and other authorisation databases, with others in the MOTAT Team as required.
- Ensure that UPSes, printers and photocopiers are supported, maintained and serviced as necessary.
- Take an active role in devising and maintaining office management systems such as data management, system processes, etc.
- Ongoing professional development within ICT that is in keeping with the KPIs agreed with the ICT Manager.
- Be physically able to transport ICT equipment around and between sites and set them up.

### ADMINISTRATIVE

- Work with MOTAT’s ICT suppliers to ensure that ICT issues and requests are prioritised and dealt with in a timely manner, thus ensuring the suppliers provide a high level of customer support.
- Update MOTAT’s asset register as required, ensuring accurate completion.
- Deliver ICT onboarding and offboarding of team members, working closely with People & Culture and the relevant manager to ensure that all business needs are met.
- Assist with the production of relevant reports, as requested by the ICT Manager.

- Maintain a record of work carried out so as to provide a good reference of how issues were resolved.
- Create and maintain the documentation of ICT processes and environment that come within the Level 1/2 scope of support.
- Assist with the procurement of ICT equipment.

#### MOTAT-WIDE

- Be available for work outside of business hours, as required, to perform functions of the role that cannot be performed during business hours.
- Promote and support the proactive and secure use of ICT across the business, so as to improve MOTAT Team Members' experience and encourage users to take a more active role in ICT use.
- Model behaviours consistent with MOTAT values, including attending meetings, and MOTAT competency framework.
- Follow all museum policies and procedures including but not limited to Health & Safety and the Museums Aotearoa's Code of Ethics
- Undertake any other reasonable duties as may be required to ensure that MOTAT's business objectives are met.

#### KEY PERFORMANCE INDICATORS

- Efficient coordination and organisation of the work is achieved, including the implementation of effective administration of ICT systems and procedures.
- Demonstrated timely response to task requests and project requirements.
- Completion of other KPIs as set and agreed with the ICT Manager on an annual basis.

#### KEY RELATIONSHIPS / DELEGATED AUTHORITY

<b>Responsible for:</b>	Nil
<b>Internal Liaison:</b>	MOTAT Team
<b>External Liaison:</b>	Suppliers

#### BUDGETARY AUTHORITIES

n/a

#### SKILLS & EXPERIENCE

- Excellent ICT skills with a demonstrated 2-3 years' experience in a similar role.
- Computer Science degree would be beneficial; at minimum an A+ qualification is required.
- Foundation Level ITIL qualification to be attained.
- Demonstrated experience of the technical work of an ICT department.
- Ability to work as part of a team.
- Ability to work autonomously with limited technical support to seek solutions to complex and varying ICT problems.

- Ability to work independently without supervision and request additional support when required.
- Outstanding communication skills, both verbal and written.
- Demonstrated ability to plan effectively and organise work and projects.
- Commitment to customer service.

## OUR VALUES

### Ō MĀTUA UARA

<b>Innovation</b>	We will be courageous and try new things.
<b>Collaboration</b>	We will work as a team that respects and supports others.
<b>Integrity</b>	We will act ethically and with respect and transparency.
<b>Sustainability</b>	We will foster knowledge and promote technology that is beneficial to our community.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.