



POSITION DESCRIPTION

Position Title	Systems Administrator
Group/Business Unit	Information Technology (IT)
Location	Wellington
Date	May 2021
Reports to	Infrastructure Services Manager

Position Purpose

The Systems Administrator provides IT support service for the Commission's systems to national office and field staff. The role provides timely, efficient, and quality support to the members of the Information Technology team.

The key responsibility of the Systems Administrator includes:

- Acting as frontline for the Commission, managing, and assisting with service desk tasks, and application support where appropriate.
- Being the first point of contact for remedial and preventative maintenance services – first and second level support.
- Providing system and Windows client/server administration services to ensure the efficient and continuous operation of the Commission.
- Providing remedial and preventative maintenance services for the Commission's systems.
- Apply a positive, helpful, and friendly approach to all tasks.
- Taking ownership for technical requests and performing day-to-day technical support services.
- Carrying out administration tasks in Windows Server and desktop operating systems, the Office365 & InTune platforms, iOS, and Android operating systems.
- Assisting in software installations and upgrades, as well as troubleshooting, solving issues, and monitoring network and system uptime.
- Making recommendations, as well as monitoring and implementing changes to ICT systems when appropriate.
- Requiring extra hours of work, some weekends, or public holidays, to provide support during the planned outages and change requests or general elections.

Electoral Commission – Te Kaitiaki Take Kōwhiri

Who we are:

We are an independent Crown Entity who works with and through communities to inform, engage and educate New Zealanders about the value of taking part in the electoral system.

Our objective under the Electoral Act 1993 is to administer the electoral system impartially, efficiently and effectively, and in a way that:

- a) Facilitates participation in parliamentary democracy; and
- b) Promotes understanding of the electoral system; and
- c) Maintains confidence in the administration of the electoral system.

Our Vision:

New Zealanders trust, value and take part in parliamentary elections.

Our Strategic Mission:

The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.

Our Contribution:

New Zealanders will trust, and are more likely to value and take part in parliamentary elections if we:

- Act impartially, professionally and in accordance with the law
- Make participation easy
- Deliver timely and accurate results
- Are open to public, judicial and parliamentary scrutiny
- Continually improve our processes, procedures and service.

Our Values:

Our Values outline the expectations the Commission can have of us, and the expectations that we can have of the Commission. These mutual responsibilities influence the way we go about our business. Together each day we apply Our Values, which encompasses:

Taumata Values Framework:

Ngā Uara / Values <i>translation</i>	Explanations
1. Tūhonotanga (v) to join, bond, attach, connect. <i>Connecting / building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
2. Aratakina (v) to conduct, lead, point out, guide. <i>Knowledge Transfer</i>	Guiding towards greater understanding
3. Uakaha (n) vigour, energy, dynamism, enthusiasm. <i>Energy / dynamism / innovation</i>	Being dynamic and energetic in what we do
4. MANaakitanga (n) hospitality, kindness, generosity, support. <i>Power Transfer</i>	Demonstrating generosity and empowering people.
5. TikA (adj.) be true, valid, honest, genuine, sincere. <i>Integrity and honesty</i>	Doing things right; doing the right things!

Dimensions of the position for which the incumbent is accountable:

Number of direct reports	None
Number of indirect reports	None
Operating budget	None
Other [delegation levels]	None

Important Relationships

Internal

- Commission Staff including permanent and temporary field staff.

External

- Members of the public
- Other public and private sector organisations
- Local Authorities
- Suppliers, consultants, and contractors.

Accountabilities

Accountability Area	Deliverables / Outcomes
Technical Support	<ul style="list-style-type: none">• Provide objective advice and support to the Infrastructure Services Manager.• Provide support for the Commission's ICT infrastructure and systems to Commission staff by investigating and diagnosing, resolving and/or appropriately escalating issues as required.• Assist with the operational management of the Commission's applications, websites and IT infrastructure, including change controls, business continuity and disaster recovery planning and software licensing.• Assist as required with the installation and deployment of software and hardware as required.• Provide training support to end users.
Service and Delivery	<ul style="list-style-type: none">• Hardware & software asset management, configuration, deployment.• AD & email & web proxy configuration, user management.• Mobile device management.• Network & telephony management in coordination with service providers.• Operational Management<ul style="list-style-type: none">- perform requests, problem, and change management processes for assigned support calls.- provide high level technical expertise and problem solving in relation to desktop technologies.• Produce reporting and communications as required.
Systems Design & Testing	<ul style="list-style-type: none">• Contribute to system design and implementation from a "users' point of view".• Ongoing review of knowledge base articles.• Contribute to system testing, including user acceptance testing.• An interface between technical specialists and users.• Identify and recommend improvements to existing business processes.
IT Project Support	<ul style="list-style-type: none">• Participate in IT project teams and providing efficient and effective support to the project leaders, including:<ul style="list-style-type: none">○ Assisting with the development and testing of IT solutions.○ Liaising with suppliers, contractors, stakeholders and casual staff, as appropriate.○ Assisting with test and simulations of processes.

Proactive Support	<ul style="list-style-type: none"> • Reviewing, monitoring, maintaining, and enhancing existing services and solutions. • Identify, monitor, and manage the risks, developing and implementing risk management strategies as appropriate. • Provide high availability, security, and performance of the supported client desktop technologies.
Team Effectiveness	<ul style="list-style-type: none"> • Contributes to team effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments. • Provide support to others, which aim to improve team performance and staff motivation, and assisting other members of the team.
Information Gathering and Analysis	<ul style="list-style-type: none"> • Ensure a sound knowledge basis for future operations by monitoring developments, reviewing literature, collecting data/information, and liaising with groups. • Contribute to the quality of the Commission's operational procedures and related efforts, by actively participating in discussions, suggesting improvements in research and analysis methods, and assisting team members to achieve quality results.

Person Specifications

Qualifications and technical skills

- A relevant tertiary qualification in Information Technology or equivalent experience and/or relevant technical certifications.
- Well-developed analytical skills with the ability to formulate and articulate well-reasoned solutions.
- High level of computer literacy and familiarity with Microsoft technologies.

Experience and knowledge profile:

- Technical Experience in:
 - Microsoft Windows, Office365, Azure, InTune & Teams
 - PC hardware, servers, and network infrastructure
 - Common office equipment (e.g. printers, scanners, projectors, etc)
 - Mobile technology (Android & iOS)
 - Multi-Factor Authentication technology
 - Security patching and proactive maintenance
 - Group Policy management
 - Active Directory, DNS & DHCP

Other skills required:

- Desirable to have ITIL and Microsoft qualifications.
- Working with vendors to resolve technical problems with hardware and software.
- Communicates well with non-technical staff.
- Minimum of 4 years relevant work experience
- A demonstrated ability to quickly pick up new systems and software.

- Proven organisational skills along with the ability to establish priorities and meet deadlines whilst preserving the highest levels of accuracy and confidentiality.
- Good interpersonal, oral, and written communication skills and the ability to relate to a wide range of people at all levels.
- Excellent problem solving, analytical skills, and information seeking abilities.
- High level of flexibility and ability to multi-task.
- Adaptable, be able to work autonomously as well as a good team player.

Key Competencies Required:

- **Analytical Skills:** Ability to identify issues and analyse information to make considered decisions. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Teamwork:** The ability to quickly find common ground and solve problems for the good of all, representing his/her own interests and yet being fair to others in the group. The ability to solve problems with peers with a minimum of noise and is seen as a team player and cooperative easily gaining the trust and support of peers. Encourages collaboration and can be candid yet tactful with peers.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Environment Awareness:** Awareness of the economic, political, social, and cultural context in which the individual and the Electoral Commission operate.
- **Communication:** The ability to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal.
- **Continuous Improvement:** The ability and desire to seek and use better ways of doing things (to improve one's personal and the Electoral Commission's performance)
- **Professional Integrity:** The ability to act in a manner that conveys high personal and professional standards consistent with the principles of importance to the Commission and the State Sector. Develops and maintains trust and is seen to be someone who presents the unvarnished truth in an appropriate and helpful manner, keeping confidences, admitting mistakes and does not misrepresent him/herself for personal gain.