

## **INFORMATION SYSTEM USER SUPPORT**

- Expand current knowledge and skills
- Friendly team environment
- Strong problem solving skills

Youth Horizons is a Not-for-Profit organisation established to provide treatment for young people with severe conduct and/or behavioural problems.

The organisation is an acknowledged leader in its field in New Zealand.

We are seeking an IS Support person for a full time role in our modern Mt Wellington offices.

The role reports to the Information Systems Coordinator and the prime objective is to provide quality end-user information systems support, both hardware and software, for Youth Horizons' staff. This will entail the provision of expert assistance, guidance and training in conjunction with the Information Systems Coordinator.

Key accountabilities include:

- Assist with upgrade and installation of new hardware and software
- Provide training for end users
- Provide input into IS standards for the company
- Identify efficiencies that can be made
- Improve end users' productivity by assisting them to maximise functionality of IS resources
- Oversee national development and administration of the HCC Case Management System

Experience and Qualifications:

- One or more year's relevant experience in an IT Support environment and/or
- A tertiary qualification in computing is preferred.
- Knowledge of and experience in supporting Windows XP, Microsoft Office and Microsoft Server 2003.
- Knowledge of PC hardware and exposure to LAN/WAN technologies is desirable.

An ability to problem solve, liaise with other technical groups, work independently and be well organised are other key attributes.

Salary range \$40 - \$43,000 dependent on experience

To view a detailed position description and our Youth Horizons' values, please visit our website [www.youthorizons.org.nz/situations-vacant/](http://www.youthorizons.org.nz/situations-vacant/)

All applications by email to Yashneel Pratap, Information Systems Coordinator. [itjobs@youthorizons.org.nz](mailto:itjobs@youthorizons.org.nz)