

Position Description

Position: Information Systems User Support

Reporting to: Information Systems Coordinator

Location: Vestey Drive, Auckland

Primary Objectives:

To provide quality end-user information systems support, both hardware and software, for Youth Horizons' staff. Assist end-users to efficiently and effectively use Information Systems resources by providing them with expert assistance, guidance and training. Administer and support users of the HCC Case Management system. Work closely with the Information Systems Coordinator.

Key Accountabilities:

- Provide end-user information systems support, utilising knowledge and experience of operating systems, software and hardware.
- Improve end-users' productivity by assisting them to maximise the functionality of Information Systems resources (hardware and software).
- Provide training for users as necessary.
- Assist with the installation and maintenance of software and hardware.
- Provide input into information systems standards for the company.
- Assist with evaluations of new technologies (hardware and software) that may provide benefits to Youth Horizons.
- Oversee the national deployment of the HCC Case Management system when introduced
- Administer the HCC system ensuring adequate support for users of the system

- Provide back up support to the super users of the HCC system and to act as liaison person between Intrahealth and Youth Horizons for technical support
- General maintenance of the database to ensure data integrity
- Project a professional image to internal/external stakeholders and clients.
- Undertake other duties as may be assigned from time to time by the Information Systems Coordinator.

Qualifications and Experience

One or more years of relevant experience in an IT support environment and/or a tertiary qualification in computing is preferred.

Skills and Attributes

- Knowledge of, and experience in providing support for Windows XP, Microsoft Office XP, Microsoft Server 2003.
- General knowledge of active directories
- Knowledge of PC hardware and peripherals. Exposure to LAN/WAN technologies would be beneficial.
- Excellent customer service manner with enthusiasm to be proactive and assist end-users to make more effective use of Information Technology.
- Ability to provide high quality individual assistance to end-users at all levels/ability and ensure a good working relationship is maintained with end-users.
- Strong problem-solving skills are essential.
- Ability to liaise with other technical groups.
- A desire to expand current knowledge and skills.
- Well organised with a high degree of initiative and motivation.
- Ability to work independently or in a team situation.

Youth Horizons' Values

1. Our paramount professional focus is the well-being of the young person within the context of the family/whanau and community.
 - a. We strive to understand their needs,
 - b. We treat them and their family with respect
 - c. We work with families/whanau in ways that lead to sustainable positive change
 - d. We persevere in our attempts to help until we have done all that we are able.
2. We value and engage with the personal, cultural, ethnic and professional differences that exist within our staff and client group.
 - a. We build upon the common concerns that we have for children and their families/whanau
 - b. We value the different perspectives that people bring to our work
 - c. We seek to understand ethnic and cultural similarities and differences, and engage with both
3. We act with integrity.
 - a. We are honest in our actions,
 - b. We are trustworthy,
 - c. We are loyal to the organisation and to each other
 - d. We take responsibility for our actions.
4. We are professional in our actions and approaches:
 - a. we take partnership seriously and work collaboratively,
 - b. we are always working towards best practice, and emphasise evidence based practice
 - c. we are committed to following the standards set,
 - d. we take steps to ensure the safety of all involved,
 - e. we are open to feedback and committed to learning.
5. We care for our well-being and that of others:
 - a. We endeavour to keep a balance between our home and work-life,
 - b. we establish and nurture supportive working relationships,
 - c. we balance the seriousness of our work with humour.

The Articles of the Treaty of Waitangi underpin the development and delivery of all services at Youth Horizons. We are committed to professional practice which demonstrates an understanding of aroha, whanaungatanga and manaakitanga.

THE VALUES OF YOUTH HORIZONS TRUST WERE ESTABLISHED BY ALL THE STAFF AND THE BOARD OF THE TRUST IN OCTOBER 2006 AND WERE APPROVED IN THIS FORMAT BY THE BOARD OF TRUSTEES ON 21 NOVEMBER 2006