



IT Support Analyst

Youth Horizons is a not for profit organisation which has been delivering a range of residential, foster care, education and community based services for over 15 years, dedicated to providing solutions for families and young people aged 0 -20. These include young people with conduct or anti-social problems or those at risk of developing such problems.

We are driven to achieve the best possible life outcomes and we are guided by our core values of Manaakitanga, Wairuatanga, Aroha, and Whanaungatanga.

With our National office in Auckland, Youth Horizons has over 250 staff and specialist caregivers effectively achieving positive life outcomes in the lives of children, young people and families and whānau across Northland, greater Auckland, Waikato, Bay of Plenty, Lower North Island and Otago/Southland.

We are looking to appoint an **IT Support Analyst**

The role reports to the IT Manager and the prime objective is to provide quality end-user information systems support for network, hardware and software, for Youth Horizons' team. This will entail the provision of expert assistance, guidance and training under the guidance of the IT Manager

Key accountabilities include:

- IT related support and administration of the Client Management System
- Assist with upgrade, purchase and installation of new hardware and software
- Provide help desk support and training for our end users
- Provide input into IS standards for the organisation

Helpdesk Duties:

- Provide all users with application and operating system support
- Respond to, resolve and escalate user problems and enquires
- Monitor servers and network performance on a daily basis
- Actively maintain best practice IT security arrangements

To be successful in this role, you will:

- Relevant experience in an IT Support environment, including using remote support technologies
- Experience and knowledge of SCCM will be an advantage
- A tertiary qualification in computing is preferred
- Knowledge and experience in supporting Windows, Microsoft Office and Microsoft Server 2008R2/2012 R2
- A working knowledge of Virtualisation Technologies preferably Microsoft Hyper-V
- 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 key attributes

The salary range for this role is \$40K - \$45K dependent on experience.

All CVs MUST be accompanied by a Cover Letter.

**All applications by email to Yashneel Pratap, IT Manager:
itjobs@youthhorizons.org.nz**



YOUTH HORIZONS | KIA PUAWAI

Our youth, our future