

Level 2 Helpdesk Support Technician



MASH Trust is an innovative provider of health and disability support services in the lower North Island based in Palmerston North, supporting over 2000 people and whanau.

REPORTS TO	IT&S Manager
DIRECT REPORTS	Nil
DELIVERY AREA	IT&S
DELEGATIONS	Nil
SALARY BAND	Salary Band F
HOURS OF WORK	<p>Full time 40 hours per week / 80 Hours per fortnight with rostered on call</p> <p>It should be noted that from time to time the role may require, that extended hours may need to be worked for a period, at short notice, which may run over consecutive days. In the event of such circumstances occurring, arrangements will be agreed upon conclusion for an equivalent period of 'time off' to be taken.</p>
LOCATION	180 Cuba Street Palmerston North (or travel to other locations as required)
BUSINESS GROUP PURPOSE	<p>MASH Trust delivers a range of housing support, community support services, social networking hubs and specialised services for people with disabilities, mental health, addiction and offending across the Central Region.</p> <p>MASH Trust facilitates and actively promotes quality of life by attending to the physical, mental, spiritual, and social health of people, their whānau and their communities.</p> <p>Enabling Services enables and supports service delivery for the whole organisation. It comprises Corporates Services and the Office of the Chief Executive.</p> <p>The IT&S team reports to the Executive Director: Corporate Services who is a key member of the MASH Executive Leadership Team. IT&S partners with other business units in Enabling Services to embed strategic programs into MASH's business-as-usual activities. It also works with leaders in the Programmes Group to support the delivery of frontline strategic goals.</p> <p>We want MASH to be efficient and effective. Above all we want to deliver our work within a positive, supportive and collegial culture.</p> <p>By leading for the future, living the MASH values, delivering excellent support and being connected with stakeholders, this role will contribute to the continued growth of MASH's reputation and influence. In this way the Group provides oversight and support to organisational change processes.</p>
ROLE PURPOSE	The Level 2 Helpdesk Support Technician plays a key part in maintaining and optimising network systems & devices, IT&S infrastructure and contributing to the smooth functioning of MASH Trust IT&S operations. The role will provide focussed support and guidance, in an enabling manner, to managers and staff.

MASH TRUST MISSION

Working together to achieve great lives

OUR VALUES

Relationships	Build open relationships based on honesty and respect
Communication	Communicate with an open mind and heart
Mana	Recognise and promote the mana and strengths of the individual
Opportunities	Take opportunities to learn and grow together
Believe	Believe that together we will make a difference
Fun	Make fun a goal

KEY RELATIONSHIPS

Internal:

- ▶ IT&S Manager, Executive Director Corporate Services and Transformation
- ▶ IT&S Team Members
- ▶ Senior Leadership team & Executive Leadership Team
- ▶ Other MASH managers and staff

External:

- ▶ Hardware, Software & Technology vendors
- ▶ Contractors, Suppliers and other stakeholders supporting service delivery
- ▶ Health sector organisations

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
1. IT&S Services The Intermediate Network Administrator plays a key part in maintaining and optimising network systems & devices, IT&S infrastructure and contributing to the smooth functioning of MASH Trust IT&S operations.	<ul style="list-style-type: none">• Perform user administration in Microsoft 365, Entra ID, Sharepoint and Active Directory• Configure, support, and maintain Intune-managed devices (laptops, desktops, mobile devices)• Assist with onboarding and offboarding, including device setup and access provisioning• Troubleshoot hardware, software, and basic networking issues (DNS, DHCP, Wi-Fi, VPN)• Respond to and resolve Level 1 & 2 helpdesk tickets across a wide range of IT systems• Provide on-site and remote technical support across multiple locations as required• Participate in an after-hours on-call roster for urgent issues• Maintain documentation, follow internal IT procedures, and ensure timely ticket updates• Escalate complex issues to Level 3 or specialist teams when required
Support Request Management & Reporting	Assist, where required, with the taking of appropriate action for IT&S Help Desk support requests,

	preparation of timely and accurate reports and guidance documents for managers and staff.
Relationship Management	Build collaborative, enabling and constructive relationships across the organisation to enhance ways of working and facilitate service delivery.
Health & Safety	<p>For self</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm • Report all incidents and hazards promptly • Know what to do in the event of an emergency <ul style="list-style-type: none"> ◦ cooperate in implementing return to work plans

EXPERIENCE/QUALIFICATIONS

Job Specific Knowledge and Skills:

- ▶ Proven experience with Microsoft 365, Entra ID, Intune, Sharepoint and Windows operating systems
- ▶ Strong troubleshooting capability across software, hardware, and networking
- ▶ Experience using helpdesk/ticketing systems such as HALO
- ▶ Excellent communication skills — phone, email, in-person
- ▶ Customer-focused, organized, reliable, self-motivated and able to work under pressure or in time-sensitive situations
- ▶ Positive, respectful, can-do, enabling attitude
- ▶ Ability to work independently on-site and during after-hours callouts
- ▶ Clear understanding of professional boundaries and responsibilities when working around sensitive or confidential data

Job specific experience:

- ▶ Understands MASH Business
- ▶ An understanding of cultural issues, tikanga and te Tiriti o Waitangi and its implications for MASH
- ▶ Knowledge and understanding of the needs of people with disabilities and an empathy for the communities in which MASH operates

Qualifications and other requirements:

- ▶ Relevant tertiary qualification (Information Technology) and 3 years' experience in a similar role
- ▶ Flexibility – hours and working locations as needed
- ▶ Understanding of systems and processes

Relationship building skills:

- ▶ Able to build rapport with the people we support and their supporters
- ▶ Rapport with colleagues for shared vision
- ▶ Builds strong effective networks

AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee _____ Date _____

Manager _____ Date _____