

Position Description: Service Desk Analyst

Directly responsible to:

Technology Services Manager

Directly responsible for the functions:

- First and Second Level IT Support

Our Vision

Thriving sheep and beef farmers, now and into the future.

Strategic priorities:

Championing farming excellence – On-farm extension focused on enhancing productivity, productivity and sustainability; Investing in research and innovation to solve sector production challenges.

Advocacy – Championing farmers' interests; Shaping the future domestically and internationally.

Energising the sector – Leading, building trust, reputation and confidence; Proudly celebrating sheep and beef farming.

Position purpose

- Provide first and second level IT Support to all B+LNZ staff
- To be the first contact for all systems related queries
- Contribute to select B+LNZ wide projects with business analysis and project management.
- Stakeholder Relationships, Communication & Engagement

Values

What we believe.
The essence of B+LNZ



Positivity and
Confidence

Fronting up

Caring about
quality and impact

Pushing
boundaries

All voices
count

Key accountabilities

IT Administration Support

Personal, Team & Project-Based Contribution

Health & Safety

Key accountabilities

Job holder is successful when

1. IT Administration Support

Assisting the Systems Engineer with IT support requests, telecommunications and printers/copiers

- Mobile device ordering
- Assisting with printer/copier queries and escalating where required; ordering of machine consumables
- First Level Support for all IT Hardware, Software and Telecommunications equipment
- Second Level Support where required
- Hardware (including laptops) builds and administration
- First point of contact for all IT related issues
- Triaging service desk requests and working with end users, escalating where required
- IT KB is fully up to date (both internal IT documentation, and end user documentation)
- Completing IT inductions with end users
- Assisting users with VC tools (primarily MS Teams + Room)
- Administering Active Directory, Azure/Entra ID & Office 365

2. Personal, Team & Project-Based Contribution

The Service Desk Analyst will contribute to their own professional development, and organisational and team projects as required, to meet the priorities and needs of the business.

- Personal and professional development is proactively managed to meet the current and emerging capability needs of the role and the organisation, whilst supporting personal growth.
- Where delegated, opportunities to represent the Corporate Services team in cross-organisation projects or committees are undertaken.
- Colleagues, project leads and members, and others value the contribution, expertise and professionalism of the employee.

3. Health & Safety ("H&S")

The Service Desk Analyst will proactively engage in in all areas of health, safety and wellness of the organisation and industry.

- Shows responsibility for own health, safety and wellbeing, is proactive in own actions to keep self and others safe and cooperates with local workplace safety management practices, policies and procedures that support a healthy, safe and well culture.
- Report any accidents or incidents as soon as possible through AuditZ, B+LNZ's safety management system, or to your manager.

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Key relationships

Key external relationships

Support and service providers / external vendors

Key internal relationships

B+LNZ operating groups

Location

Wellington.

Hours

Core business hours are Monday – Friday 1.15pm – 5pm (18.75 hours per week)

DATED: April 2025

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PERSON SPECIFICATION: Service Desk Analyst

Technical knowledge + expertise

- Strong accuracy and attention to detail
- Strong customer service skills
- Excellent written/verbal communication skills
- Working knowledge of the Microsoft 365 suite of applications
- Experience in providing an excellent support service while demonstrating leadership where appropriate.
- Ability to gain trust and respect of staff and system users.
- Picks up on technical things quickly and has excellent numerical skills; can learn new skills and knowledge; shows an active interest in learning new methodologies for data management and information analysis
- Strong troubleshooting skills & ability to research/self-learn
- Experience/familiarity with corporate IT environments; ideally AD, M365 & Azure
- Familiarity with basic networking TCP/IP
- Interest in technology

Education + experience

- A minimum of one years' experience in an IT support role
- Previous experience in a customer facing role

Communication, collaboration + relationships

- Builds appropriate rapport and maintains relationships with all people, up, down and sideways, inside and outside the organisation and across a variety of functions and locations
- Adjusts communication content and style to meet the needs of the audience
- High level of competence in verbal and written communication in a variety of settings
- Provides timely and helpful information to others and keeps people informed
- Is seen as a team player, who is cooperative, contributes ideas and encourages and initiates collaboration

PERSON SPECIFICATION: Service Desk Analyst

Customer orientation

- Does everything with the best interests of the customer, farmer, stakeholder or sector in mind
- Has a clear understanding of other groups' business priorities and how you can impact them
- Is dedicated to meeting the needs of internal and external customers
- Able to stand in customers' shoes, show empathy and uncover their needs and experiences
- Communicates ideas and solutions and brings the customer along on the journey
- Builds trust and respect over time as delivers on promises

Drive + results focused

- Works independently/autonomously, managing own time, priorities and deadlines effectively with the flexibility and adaptability to attend to urgent and unscheduled tasks
- Able to manage workload, tasks and priorities effectively and can be counted on to deliver agreed outputs
- Shows initiative, is proactive and able to self-direct

Personal attributes

- A champion of the culture of the organisation
- Adheres to and promotes the core values of the organisation
- Has a personal commitment to personal excellence; displays honesty, integrity, and a strong sense of ethics in all decisions and actions
- Instils trust, keeps confidences and honours commitments
- Intuitively knows what is right and will do the right thing when no-one is looking
- Must have a strong commitment to furthering the success and prosperity of the New Zealand sheep and beef industry