

JOB DESCRIPTION IT HELPDESK SUPPORT

Reporting to: Director Support Services

Employment Status: Full-Time

Date Prepared: April 2019

POSITION PURPOSE

This primary purpose of the role is to be the first point of contact for staff seeking basic technical assistance over the phone, by email, or in person, relating to either their mobile devices, computer systems, hardware or software issues.

The role will also require you to:

- Facilitate technical training about new features or software to hospice staff.
- Manage the hospice Intranet site - including content and files.
- Maintain our hospice IT and mobile equipment.
- Administering our patient management system.

RESPONSIBILITIES

Technical Support and Training

- Identify and troubleshoot a range of hardware or software issues.
 - Some (not all) include mobile devices, tablets, thin clients, laptops, printers, basic networking, remote desktop, email, or AV/video conferencing equipment.
- Empower staff and deliver appropriate resources to make them self-sufficient in resolving common technical issues.
- Liaise with our external IT service provider LANtech - managing ongoing helpdesk tickets, server issues or other issues outside of your expertise.
- Keep staff informed about the status of current issues.
- Provide one-on-one or group training as required.
- Develop and maintain our growing list of technical how-to guides.

Mobility - Mobile Devices and Tablets

- Purchase and/or setup mobile devices and tablets for staff.
- Using Vodafone Mobile Device Management (MDM) to manage enrolled devices.
- Using My Vodafone and Vodafone Self Service to manage connections or purchase equipment.
- Maintain our list of devices and accessories owned by hospice staff.
- Ensure new staff are well oriented to the use of their mobile devices and that they understand the policies surrounding their usage.
- Liaise with Vodafone and/or our account manager for issues or general enquiries.

Hospice Intranet

- Maintain our Intranet site - ensuring that all links and content are working.
- Ensure that content managers of the hospice Intranet are updating content regularly.
- Liaising with Base 2 Solutions to resolve issues and identify new features or tools.

Patient Information System - PalCare

- Administer our patient information system and address common internal issues.
- Keep up to date about PalCare development or version releases and communicate relevant changes to hospice staff.
- Liaise with PalCare staff to identify new features, addressing issues outside your scope of support, or resolving ongoing tickets.
- Prepare patient and data reports, e.g. CCDHB, Hospice NZ, and Board Reporting.

Other Responsibilities

- Liaise with internal and external stakeholders to ensure that our IT environment is stable.
- Purchase internet IT equipment from various suppliers like Noel Leeming or PB Tech.
- Assist staff in setting up video conferencing equipment or thin clients + accessories.
- Ensure that staff are well informed about any server or network outages.
- Identify new apps, programs or processes that could improve staff productivity.
- Undertake projects as required or at ad-hoc.
- Update and review mobile usage and IT related policies ensuring they are fit for purpose for the Hospice.

Continuous Quality Improvement

- Promote the need for continuous improvement and development of systems to provide consistent quality and service

Professional Development

- Responsibility is taken for own professional development ensuring that own skills and knowledge are maintained and advanced

Health and Safety

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents to the Director
- Contribute to ensuring that a safe working environment is maintained at all times
- Participate in mandatory health and safety training as required

This job description does not intend to cover every detail that may be required within the role, and the expectation is that any other reasonable requests made by the Director will be undertaken.

FUNCTIONAL RELATIONSHIPS

Internal

- Executive Team
- Team Leaders and Managers
- All Staff

External

- Palcare
- LANtech
- Vodafone
- Base 2 Solutions

EDUCATIONAL REQUIREMENTS

- A relevant tertiary qualification in IT related field is desirable.

PERSON SPECIFICATION

- Customer service/call-centre work experience is desirable.
- Strong troubleshooting skills - **must be patient** in resolving technical skills for staff that have varying technical backgrounds.
- Good IT and MS Office skills - willingness to learn about different mobile devices, computer systems and other technical products in the Hospice.
- Ability to work independently with minimal supervision.
- Strong relationship building skills with internal and external stakeholders.
- Strong verbal and written communication skills.
- Must have clean driver’s license and be prepared to drive to various Retail shops, Porirua and Kapiti bases.

In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Signed: Date:
(Job Holder)

Signed: Date:
(Director)

Job Description Appendix

About Mary Potter Hospice

For nearly 40 years, Mary Potter Hospice has provided the highest quality specialist palliative care to people whose illnesses are incurable. We support patients and their families to deal with the host of significant and challenging changes.

At Mary Potter Hospice our vision is that people in our communities who need palliative care have access to compassionate and quality care, when and where they need it. To achieve this, we work alongside our many health partners to promote and provide education on quality palliative care and care planning services. We provide high quality specialist palliative care in our In-Patient Unit, in other care facilities and the community. The Hospice assists patients and their families with the quality of their life, their dying and their bereavement.

Our values are based on respect, compassion, dignity, hospitality, and stewardship.

In 2018/19, it will cost approximately \$13 million to run the Hospice. Government contract income currently funds 50% of this with the balance to be raised from the community. Donated goods sold through our retail shops is expected to exceed \$2 million (gross).

Mary Potter Hospice is proud to be regarded as one of Wellington's most loved and trusted charities.

As at January 2019