POSITION DESCRIPTION: IT Services Administrator

About Adventure Development	
Vision - *the ambitious future state we are working towards*	Empowering young people to live connected and meaningful lives.
Treaty Commitment - *how we express our commitment as a Treaty partner*	ADL works for Pae Ora/ healthy futures as determined by Māori and uphold the articles of Te Tiriti o Waitangi in our service to ensure equitable outcomes.
Mission - *how we work to realise our Vision and Treaty Commitment, our unique contribution*	ADL is a trusted not-for-profit providing accessible and sector-leading youth wellbeing, mental health, and substance misuse services.
Purpose - *the reason we exist, the measurable difference we want to see realised in young people's lives*	ADL's purpose, for the young people we are invited to work with, is to: 1. Increase their psychological wellbeing 2. Ensure they have more resources to live a resilient, meaningful life 3. Optimise our resources so that as many young people as possible have free, timely access to skilled practitioners who are well trained, resourced and supported in best practice service delivery. 4. Resource their whanau to support them to respond to life events with resiliency. Additionally, ADL will: 5. Resource communities to support their young people to respond to life events with resiliency. 6. Contribute positively to the sector so those working with young people and their whānau have the skills, training opportunities, knowledge, and attitudes to support positive change.
Our Kaupapa: - *our values, how we go about all that we do, what is important to us*	*Tika and Excellence* "Doing what's right, and just, and doing it well" *Mauri and Dignity Enhancing* "Actively holding hope and vision for the future, everyone is valued and valuable" *Kia tina and Adventure* "Having big dreams and going for them" *Kotahitanga and Relationship* "Journeying together, doing it with heart"

Position Purpose

The role of IT Services Administrator is to provide effective and timely support for all ADLs applications and IT services to our team of 60+ staff. In addition, they will hold day to day responsibility for IT Administration including Asset Management and provisioning, Cyber Security monitoring, users access management, SharePoint, and intranet maintenance.

The IT Services Administrator will also play a vital role in the development and deployment of key IT projects.

This is both a technical role and one which involves significant interaction with a wide range of people in providing support and training. As such it involves engaging and respectful interactions with clinical service leaders, clinicians, other ADL staff, young people who are clients of the service and their whānau and support the delivery of a service that reflects the principles of the Treaty of Waitangi

Reports to:	IT Services Leader
Direct Reports:	N/A

Position Responsibilities	
IT Support	Primary responsibility for ensuring responsive and effective internal support (level 1 and 2) for IT systems and hardware. • Operate the help desk which supports, hardware, infrastructure, phones and SharePoint/intranet. Applications supported include Microsoft Office (Word, Outlook, Excel, Teams) Asana Recordbase SharePoint Power BI • Manage all tickets through Freshdesk within policy guidelines • Respond to requests or escalate as required. • Template development and systems improvement to reduce support requirements and enhance functionality for the team.
IT administration	Undertake the day-to-day IT administration of all ADL systems including, but not limited to • Asset documentation, management and logistics • Hardware provisioning • Cyber Security monitoring and maintenance • Website maintenance and updating (Technical) • Users access management (Microsoft 365 & Azure AD) • SharePoint online/intranet Maintenance
IT Projects	Function as a key part of the IT Team and contribute to identified IT based projects. In the next 12 months this is scheduled to include • SharePoint Online rebuild and implementation • Info Security Management System implementation • Data extraction and visualisation • New Website • IT Asset Management system implementation

Documentation and Training	Take a continuous improvement approach to resourcing the wider ADL team with accessible, clear and up to date documentation and training.
Other tasks	• Active participation in supervision as required, including cultural supervision • Cover other team members roles and/or tasks as required.

Health & Safety

Adventure Development believes the engagement of all team members in Health and Safety management is essential for good Health and Safety practice. All ADL team members will demonstrate their commitment to Health and Safety by:
- Ensuring their own Health and Safety and that of others around them
- Being actively involved in the management of hazards and risks their position might be exposed to
- Participating in all Health and Safety initiatives that apply to their position, and any other initiatives of interest
- With appropriate support and/or training provide suggestions and solutions for the improvement of Health and Safety practices at ADL.

KEY RELATIONSHIPS

Internal	External
- Service Leaders - Staff - Clinical Lead - Operations Manager - Finance Manager - Digital & Technology Service Leader	- Suppliers - Relevant outside organisations and service providers

PERSON SPECIFICATION

Requirement	Essential	Preferred
Education	• Degree in IT (although relevant experience may be considered if a degree is not held)	• 2 Years + IT industry experience
Skills	• Background in IT infrastructure roles, administering network support, general IT support • Experience supporting Microsoft Office 365 applications and services • Microsoft 365 - Teams & SharePoint Online Configuration and Management, Azure AD. • A solid understanding of common operating systems. • Level 1-2 Support Desk experience • SDLC and agile knowledge	• Experience in scripting (PowerShell) and automation (power automate) • Experience in data queries and data visualisation tools.

	• Methodical and analytical in troubleshooting technical issues.	
	• Good organisational skills with the ability to follow a task through to completion and the ability to priorities competing demands	
	• Effective time management skills.	
	• Well-developed written and oral communication skills including technical writing.	
Knowledge and Experience	• Proven ability to work effectively and independently and as part of a multidisciplinary team. • Open to change and willing to adopt, initiate and lead change within the overall development of services. • Can set goals for themselves and implement, plan, and process the steps to achieve these. • Forward looking perspective that allows for contingencies and evolving situations. • Commitment to clear and effective documentation of essential business information. • Motivated to achieve goals and objectives. • Commitment to improving quality standards in own area of expertise.	

The way we work (expected behaviours)	**Stewardship of resources** We endeavour to make the most effective use of the resources available to us while at work, be they financial, material, time, environmental, relationships. We take the view that, to the best of our ability, these resources should be used to maximise the benefit to the young people we work with, their whānau and the communities they and we live in. **The wellbeing of ourselves and others** We will ensure that our actions while at work enhance our own wellbeing and that of others. **Diversity, discrimination, and stigmatisation** We will act in ways that enhance expressions of diversity, challenge discrimination and reduce stigmatisation. We will act in these ways within the workplace, with our clients and their whānau and in our communities. **Integrity** We will ensure that our behaviour while at work would always bear the scrutiny of others. In situations where we are unsure about the right thing to do or we think we may have a conflict of interest, we will ask and seek guidance. If we see someone else behaving in a way does not line up with our values we will not ignore it but address it with them and someone else if necessary. **Connection, relationship, and trust** We place high value on relationships and will work to ensure that they are healthy and supportive. We know that trust needs to be cultivated and commit ourselves to this. We also understand that there are circumstances where confidentiality must be upheld.

This position statement has been read and agreed.

_____   …………/…………/…………

Signature of the Employee   Date

_____   …………/…………/…………

Signature of the Employer   Date