

Position Description			
Position Title	Support Engineer	Group	Operations & Delivery
Function	Customer Service	Department	Service Operations
Cost Centre		No. of Direct Reports / Total Reports	Nil
Position Reports to	Manager Service Operations		

Primary Accountability
Working within a supportive team environment, you will be responsible for technical support across a mix of technologies that provide biometric solutions and infrastructure to the public and private sector.

Areas of Accountability/Key Responsibilities
<ul style="list-style-type: none"> • Responsible for support and maintenance activities for NEC supported systems with specific responsibility for NZ Police. • NZ Police specific Desktop and Infrastructure Management activities (server\desktop maintenance\monitoring\patching). Including NZ Police working from Police premises. As this is a client-facing role with a portion of time spent at customer sites, a high degree of professionalism is required. • Responsible for managing production releases post Development and Testing. • General phone and portal coverage for incoming customer contacts ensuring dispatch to field services or resolution activities completed. • Coordination between multiple 3rd parties and vendors to ensure the desired outcome is achieved. • Work as a project resource as required. • Continuous Improvement of the processes, tools and systems in use • Monitoring and Event Management • Running Reports and Jobs • Fixing Stuck Jobs • System Administration • Incident and Change Management

Qualifications/Industry Certifications	
Essential	Desirable
<ul style="list-style-type: none"> I Knowledge of Linux/Red Hat essential I Knowledge of Microsoft 	<ul style="list-style-type: none"> I

Professional Experience
<p>Professional work experience and skills relevant to the position</p> <p>2-3 years' experience in a similar role and able to demonstrate significant experience in the following areas:</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • SQL Oracle Database Administration • Windows Server 2003/2008/2012 preferred • Unix OS • Oracle database • Data backup solutions • Storage and server hardware • Network trouble shooting and TCP/IP • ITIL Version 3 • Linux Red Hat Enterprise • Virtual Machines (HyperV, KVM, VMWare) • System monitoring tools (Nagios, Splunk) • Backup management tools (NetVault) • SCCM • Active Directory: Users and Computers <p>A team player Customer focused Can be trusted with sensitive information and has high integrity Solution focussed with a pragmatic and proactive working style Attentive to detail A skilful decision maker Self-motivated An excellent communicator with both written and oral communication skills Strong at analytical and fault finding thinking A multi-tasker, and works under pressure and to deadlines Methodical</p>

Key Relationships

Internal	External
<ul style="list-style-type: none"> Manager Service Operations General Manager Operations and Delivery Field Services Staff Other Operations and Delivery staff 	<ul style="list-style-type: none"> NZ Police management and staff External vendors

Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety and wellbeing while at work and that your actions or inactions do not harm others.

Our Vision

Enabling secure identity and communication in a fast-moving world where every experience is connected.

Our Intention and Values

Diversify and grow customers, our people, and our capability and revenue streams.

<ul style="list-style-type: none"> Innovation Customer Centric Courage 	<ul style="list-style-type: none"> Collaboration Excellence
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NEC Group Core Values-The way we work

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

<ul style="list-style-type: none"> Look Outward. See the Future Think Simply. Display Clear Strategy Be Passionate. Follow through to the End 	<ul style="list-style-type: none"> Move Fast. Never Miss an Opportunity Encourage Openness. Stimulate the Growth of All.
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