

# Manager Service Desk – Improvement, Systems and Technology

## About MSD

### Our purpose

Manaaki tangata, Manaaki whānau

We help New Zealanders to be safe, strong, and independent.

### Our commitment to Māori

As a Te Tiriti o Waitangi partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

### Our strategic direction

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| --- | --- | --- |
| Mana manaakiA positive experience every time | KotahitangaPartnering for greater impact | Kia takatū tatouSupporting long-term social and economic development |

### Our Values

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| --- | --- | --- | --- |
| ManaakiWe care about the wellbeing of people | WhānauWe are inclusive and build belonging | Mahi tahiWe work together, making a difference for communities | Tika me te ponoWe do the right thing, with integrity |
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### Working in public service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work potential and aspirations.

### The outcomes we want to achieve

* New Zealanders get the support they require
* New Zealanders are resilient and live in inclusive and supportive communities
* New Zealanders participate positively in society and reach their potential

### We carry out a range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes, and campaigns
* Advocacy for seniors, disabled people, and youth
* Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

### He Whakataukī\*

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| --- | --- |
| Unuhia te rito o te harakeke | If you remove the central shoot of the flaxbush |
| Kei hea te kōmako e kō? | Where will the bellbird find rest? |
| Whakatairangitia, rere ki uta, rere ki tai; | Will it fly inland, fly out to sea, or fly aimlessly; |
| Ui mai ki ahau, | If you were to ask me, |
| He aha te mea nui o te ao? | What is the most important thing in the world? |
| Māku e kī atu, | I will tell you, |
| He tangata, he tangata, he tangata\* | It is people, it is people, it is people |

\*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī.

## Position Detail

### Overview of position

The Manager Service Desk is responsible for the operational delivery and performance of the MSD Service Desk. They lead a team of professionals who are focussed on delivering excellent customer service and maximising resolution of Incidents and Service Requests at initial contact.

To enable the success of the MSD Service Desk, the Manager Service Desk will:

* Oversee the day-to-day operations of the MSD Service Desk and supporting roles, ensuring efficient and timely resolution of Incidents and Service Requests.
* Monitor and manage Incidents and Service Requests, ensuring that high priority incidents are effectively identified and escalated.
* Provide a customer-focussed approach ensuring that their requirements are accurately captured and needs met.
* Establish, manage, and report on effective, visible performance metrics.
* Promote and advance collaboration across IST Shared Services technology domains (OS/Compute/Security/Cloud).
* Drive a visible roadmap of continuous improvement.
* Support the Manager Service Support to deliver services that exceed all customers’ expectations.

The Manager Service Desk stewards a team culture of service and belonging. They provide people, practice, and delivery leadership to ensure the team has the right capabilities and skills to enable the expected level of service to be continually delivered.

### Location

National Office, Wellington and Auckland.

### Reports to

## Manager Service Support

## Key responsibilities

MSD uses the current version of Skills Framework for the Information Age (SFIA) to describe the skills required for roles. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the seven levels of responsibility that ensure consistency throughout the SFIA framework making it solid and robust across professional disciplines.

### Required skills

Performance Management (PEMT) Level 5

Improving organisational performance by developing the performance of individuals and workgroups to meet agreed objectives with measurable results.

* Forms, maintains and leads workgroups and individuals to achieve organisational objectives.
* Determines and delegates objectives and task responsibilities to individuals or teams including people management responsibilities as appropriate.
* Sets the quality, performance and capability targets in line with organisational goals.
* Monitors performance and working relationships and provides effective feedback to address individual issues.
* Encourages individual development of skills and capabilities in line with team and personal goals.
* Facilitates the development of individuals by adjusting workload, targets, and team capacity.
* Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

Customer Service Support (CSMG) Level 5

Managing and operating customer service or service desk functions.

* Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.
* Specifies, agrees and applies standards.
* Ensures that service delivery is tracked and monitored, metrics and reports are analysed, and issues are resolved.
* Drafts and maintains policy, standards and procedures for the customer service or service desk functions.
* Ensures that the catalogue of services that can be requested and that are supported is complete and up to date.

**Incident Management (USUP) Level 5**

Coordinating responses to incident reports, minimising negative impacts and restoring service as quickly as possible.

* Develops, maintains and tests incident management procedures in agreement with service owners.
* Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.
* Facilitates recovery, following resolution of incidents.
* Ensures that resolved incidents are properly documented and closed.
* Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement.
* Analyses metrics and reports on the performance of the incident management process.

Method and Tools (METL) Level 4

Ensuring methods and tools are adopted and used effectively throughout the organisation.

* Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards.
* Tailors processes in line with agreed standards and evaluation of methods and tools.
* Reviews and improves usage and application of methods and tools.

Stakeholder Relationship Management (RLMT) Level 4

Influencing stakeholder attitudes, decisions, and actions for mutual benefit.

* Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
* Implements stakeholder engagement/communications plan.
* Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
* Helps develop and enhance customer and stakeholder relationships.

Knowledge Management (KNOW) Level 4

Managing vital knowledge to create value for the organisation.

* Organises knowledge assets and oversees the life cycle of identifying, capturing, classifying, storing, and maintaining assets.
* Facilitates sharing, collaboration and communication of knowledge.
* Implements specific knowledge management initiatives.
* Monitors the use and impact of knowledge.
* Interrogates existing knowledge content to identify issues, risks, and opportunities.

Levels of responsibility

Autonomy - Level 5

* Works under broad direction.
* Work is often self-initiated.
* Is fully responsible for meeting allocated technical and/or group objectives.
* Analyses, designs, plans, executes, and evaluates work to time, cost and quality targets.
* Establishes roadmaps and milestones and has a significant role in the assignment of tasks and/or responsibilities.

Influence - Level 4

* Influences customers, suppliers and partners at account level.
* Makes decisions which influence the success of projects and team objectives.
* May have some responsibility for the work of others and for the allocation of resources.
* Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work.
* Facilitates collaboration between stakeholders who share common objectives.
* Participates in external activities related to own specialism.

Complexity - Level 5

* Implements and executes policies aligned to strategic plans.
* Performs an extensive range and variety of complex technical and/or professional work activities.
* Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
* Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
* Understands the relationships between own specialism, customer, and organisational requirements.
* Contributes to the development and implementation of policy and strategy.
* Performs highly complex work activities covering technical, financial, and quality aspects.
* Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation.

Business skills - Level 5

* Demonstrates leadership in operational management.
* Analyses requirements and advises on scope and options for continual operational improvement.
* Assesses and evaluates risk.
* Takes all requirements into account when making proposals.
* Shares own knowledge and experience and encourages learning and growth.
* Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
* Understands and evaluates the organisational impact of new technologies and digital services.
* Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.
* Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.
* Learning and professional development - takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.
* Security, privacy and ethics - proactively contributes to the implementation of appropriate working practices and culture.

Knowledge - Level 4

* Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary.
* Has gained a thorough knowledge of the domain of the organisation.
* Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others.
* Rapidly absorbs and critically assesses new information and applies it effectively.

### Embedding Te Ao Māori

* Embedding and building on Te Ao Māori within their leadership role.
* Create the conditions for Te Ao Māori and Te Tiriti o Waitangi in all decisions to ensure Te Pae Tata is delivered and embedded in your business group.

### Health, Safety and Security

* Understand and implement your manager accountabilities as outlined in the HSS Accountability Framework.
* Ensure health, safety, security and wellbeing policies and procedures are understood, followed and implemented by all employees.

### Emergency Management and Business Continuity

* Take responsibility for emergency management and business continuity confirming management of the critical functions that satisfy legislative, regulatory and client obligations are in place during and after a disruptive event.
* Ensure that policies and procedures encompassing emergency management, business continuity and crisis management arrangements are understood, followed and implemented by employees.

### Know-how

* Experience leading a service desk function in a large and complex organisation.
* Strong leadership experience, able to create a culture where purpose is clearly understood, teams feel empowered, lifting client satisfaction and team engagement levels.
* Strong technical proficiency and knowledge of IT systems, hardware, software and troubleshooting methods.
* Experience monitoring and managing Incidents and Service Requests, ensuring that high priority incidents are effectively prioritised and escalated where needed.
* Demonstrated ability to work with the wider organisation to establish achievable, meaningful key metrics for performance of the team and the service.
* Experience working with enterprise level IT Service Management tools and methodologies such as ITIL.
* Ability to navigate a large and complex organisation and to plan delivery of work at multiple locations.

### Key relationships

Internal

* Service Support teams and leaders
* Technology Shared Services teams and leaders
* Other teams, practices, and leaders across IST
* Business stakeholders across all MSD

External

* Similar functions in other government agencies
* Vendors

### Other

Delegations

* Financial – No
* Human Resources – Yes

Direct reports

* Yes

Security clearance

* No

Children’s worker

* Not a children’s worker

Travel

* Limited adhoc travel may be required