

## DESKTOP ENGINEER COORDINATOR

### 1. PURPOSE OF POSITION

The Desktop Coordinator role is responsible for leading the day-to-day operations of the Desktop Team, coordinating priorities and escalations and providing technical hands on support within a skilled desktop support function. This role is also pivotal in the development and delivery of desktop projects, changes and improvements.

The Desktop Engineer Coordinator provides leadership and mentoring to the Desktop Team and will drive a culture of continual process improvement within the Desktop Team and wider ICT Services Team.

This role will primarily focus on the following:

- Allocation of resources to appropriate desktop BAU incidents and service requests
- Analysis of desktop business needs
- Procurement of desktop, devices and accessories
- Working across the various teams to ensure requests are responded to promptly
- Lead desktop engineering projects

HR responsibilities are to be assigned outside of this role, ensuring there is scope for the role to deliver both leadership and senior desktop engineering skills to enhance the technical and process leadership; keeping this role current and up to date in terms of technology and support.

This role has a key customer service and customer relationship focus and is part of a team that is the 'face' of ICT for Taranaki DHB. Providing effective first level and second level user-support within the ICT environment is a key component. TDHB provide first level on-call support outside of normal working hours. This role will form part of the rotation providing on-call support alongside members of the Service Desk Team.

### 2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKE	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

### 3. DIMENSIONS

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<b>Reports to:</b>	Customer Experience Manager
<b>Number of people reporting to you</b> <i>(Direct Reports)</i>	0
<b>Financial limits authority</b>	N/A

### 4. WORKING RELATIONSHIPS

External	Internal
Ministry of Health Te Manawa Taki - HealthShare Ltd Te Manawa Taki - Midland Regional DHBs/Other DHBs Community and primary care providers Vendors, External Customers	Customers and Users Desktop Engineers Team Service Desk Team ICT Services Team TDHB Governance groups Taranaki District Health Board Management

### ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<b>1. Desktop Operations</b>  Achieve increased productivity and minimise disruptions through quick resolution of user queries and incidents.  Develop, co-ordinate and implement processes and procedures to achieve optimal team workflow	<ul style="list-style-type: none"> <li>• Record, classify and prioritise requests and incidents via phone-call, email or tool-set templates.</li> <li>• Identify and record incident symptoms, determine possible causes and either resolve or allocate for resolution.</li> <li>• Document incident resolution, where it may be reusable and submit into knowledge base.</li> <li>• Provide technical guidance to Desktop / Service Desk team members in order to maintain a consistent experience for the end users</li> <li>• Suggest ideas, take lead on projects, and provide technical solutions to new issues</li> <li>• Provide technical review for team documentation to ensure accuracy prior to publishing</li> <li>• Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance</li> <li>• Provide first level on-call support after normal working hours on a rotational basis.</li> </ul>
<b>2. Procurement and Contract Management</b>	<ul style="list-style-type: none"> <li>• Coordinate the hardware request process, working with our end users on their hardware requests to ensure that the requirements are first investigated, taken through the</li> </ul>

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	<p>approval process and then the procurement of the hardware is carried out</p> <ul style="list-style-type: none"> <li>• Identify and evaluate desktop hardware supplier relationships and contracts</li> <li>• Select suppliers and coordinate and contribute to supplier relationships</li> <li>• Review desktop hardware service agreement contracts.</li> <li>• Monitor supplier performance and compliance.</li> <li>• Perform Research &amp; Development (R&amp;D) on new products and techniques to improve efficiency and performance in our environment</li> <li>• Review of contractual agreements with Manager Customer Experience</li> </ul>
<p><b>3. Support of Hardware and Software</b></p> <p>Provide support for hardware and software to ensure user productivity is maximised.</p>	<ul style="list-style-type: none"> <li>• Identify and troubleshoot hardware and software faults on a range of devices.</li> <li>• Deploy and maintain computers, thin clients and peripheral devices.</li> <li>• Maintain hardware inventory and asset software.</li> <li>• Deploy and maintain desktop software</li> <li>• Planning and Maintenance of Windows Patching Cycles for Desktops</li> <li>• Maintaining and building Deployment Images</li> <li>• Document hardware / software set ups, builds and processes</li> <li>• Logging jobs with vendors for warranty repairs</li> </ul>
<p><b>4. Manage incidents and service requests</b></p> <p>Achieve increased productivity and minimise disruptions through quick resolution of user queries and incidents</p>	<ul style="list-style-type: none"> <li>• Lead, coordinate and allocate incidents and requests</li> <li>• Be an escalation point and provide co-ordination and support for the Desktop / Service Desk Team during high severity incidents</li> <li>• Raise and work with other team leaders on resolving re-occurring incidents / requests</li> </ul>
<p><b>5. Contribute to Service Improvement</b></p> <p>Create improved outcomes, increased confidence and trust in ICT and effective use of resources.</p>	<ul style="list-style-type: none"> <li>• Raising Desktop Team observations and recommendations to the Customer Experience Manager regarding: <ul style="list-style-type: none"> <li>○ Identification of problems or recurring incidents</li> <li>○ Identification of trends in incidents and services requests logged and input for consideration as projects, upgrades, or problem management</li> </ul> </li> <li>• Contribute to team planning, decision making and service improvement activities.</li> <li>• Implement service improvement ideas.</li> <li>• Contribute and encourage the development of information into the ICT knowledge base to better support the ICT Team.</li> </ul>

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<p><b>6. Lifecycle management</b></p> <p>Manage assets through their lifecycle.</p>	<ul style="list-style-type: none"> <li>• Reporting on the life cycle of assets:             <ul style="list-style-type: none"> <li>▪ Report on assets coming into the end of their lifecycle.</li> <li>▪ Planning with the CIO/CFO on lifecycle replacement highlighted in the reports and the required resourcing for replacement programs of work</li> </ul> </li> <li>• Retiring of assets in the Asset Management tool set</li> <li>• Arranging the disposal of End of Life equipment</li> </ul>
<p><b>7. Technical Leadership/Mentoring of Team Members</b></p> <p>Contribute to the development of human resource capabilities to meet TDHB goals and objectives.</p>	<ul style="list-style-type: none"> <li>• Develop and drive process within the ICT Desktop Engineers team.</li> <li>• Participate in ICT resourcing exercises to identify and recommend individual skills assignments to tasks, and overall resource time management.</li> <li>• Be a focal point for the team for communication and issue identification, resolution and escalation.</li> <li>• Provide technical mentoring and coaching of team members where appropriate.</li> <li>• Identify team strengths/weaknesses against a generalised team skills matrix</li> <li>• Contribute to training plans to enable staff to enhance existing skillsets, in addition to developing new and skills and capabilities aligned with TDHB desired outcomes.</li> <li>• Contribute to performance management processes and personal development to ensure the right skillsets are maintained within the team.</li> <li>• Contribute to the recruitment process for ICT Desktop Engineers and Service Desk positions.</li> <li>• Liaise with manager with respect to any team issue or concern identified; technical or otherwise.</li> </ul>

Organisational Accountabilities	Expected Outcome for all employees
<p><b>Health Equity</b></p>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• the Pae Ora Framework which requires:             <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1;</li> </ul> </li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
	<ul style="list-style-type: none"> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> <li>● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures;</li> <li>● You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>● Maintains a safe and healthy environment</li> <li>● Complies with health &amp; safety policies and procedures</li> <li>● Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>● Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>● Contributes to hazard identification and management process</li> <li>● Reports accurately near misses/incidents/accidents in a timely manner</li> <li>● Participates in health and safety matters</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>● Fully contributes to the individuals team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>● Participates in the performance appraisal process where personal performance and development is reviewed.</li> <li>● Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li> </ul>

### 5. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

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### 6. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the ICT Services team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<b>Effective Communication</b> Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making
<b>Decision Making/Problem Solving</b> Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
<b>Innovation/Initiative</b> Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
<b>Resilience/Flexibility</b> Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
<b>Cultural Safety</b> Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Māori cultural orientation to whanau, hapu and iwi.
<b>Teamwork</b> Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

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### 7. EDUCATION

- A tertiary qualification (e.g. related to Information Technology) and/ or equivalent experience
- Experience in the health sector is desirable
- Minimum five years' experience in customer service delivery within a technology environment, ideally a senior/lead desktop engineer or trouble-shooter role.

### 8. SKILLS

- Excellent communication skills and an ability to communicate technical directions in simple, clear language.
- Customer service focus and an understanding of delivering to agreed customer requirements.
- Ability to quickly build rapport and to treat people with empathy and patience.
- Ability to work as part of a team and to share knowledge to support and improve service delivery.
- Ability to be positive and actively encourage and mentor others within the team.

### 9. EXPERIENCE

- Experience in leading a team including desktop engineers and service desk technicians
- Experience with coaching or mentoring others is desirable.
- Experience with desktop hardware engineering, including technical support, maintenance and deployment of a variety of desktop hardware, printers and other devices.
- Experience with desktop hardware and software, including operating systems and MS Office products.
- Technical skills and experience with Microsoft software and toolsets (e.g. Windows, M365, AD and so on), plus Citrix or other related application delivery technologies.
- A sound understanding of customer service delivery in an IT environment and service management methodologies (such as ITIL).
- An awareness of information security with particular focus on Cyber-security.
- Proven ability to engage and negotiate with people, and develop and maintain effective relationships.
- Proven ability to maintain good relationships with customers, contractors and vendors.