

# Position description

<b>Position title:</b>	ICT Graduate	<b>Team:</b>	Governance and Services
<b>Division:</b>	CFO	<b>Reports to:</b>	Debbie Jones
<b>Department:</b>	ICT	<b>Direct reports:</b>	Nil
<b>Unit:</b>	N/A	<b>Indirect reports:</b>	Nil



## Our commitment to te ao Māori

We honour Te Tiriti o Waitangi, accord value to Te Ao Māori (The Māori World), support kaitiakitanga and are responsive to the needs of the Māori community. You participate in initiatives to embed Te Ao Maori into the way we do things. You are willing to develop and build your own confidence and capability to contribute to the department's Maori Responsiveness Plan and wider organisation's vision to be a Treaty Responsive organisation.



## Purpose of the job

We help keep the council connected to Auckland with our technology, devices and services to the business. Auckland Council has one of the largest application landscapes in the country, keeping them up and running and extending into new technologies is what we do.



## Key responsibilities

- Be aware of, and demonstrate, the principles of [Our Charter](#). This sets out the expectations for conduct at Auckland Council.
- Successful contribution to team efforts
- Provide different level of support in relation to IT issues including problem diagnoses, trouble shoot and triage
- offering innovative ideas
- actively listening to others
- seeking clarity
- meeting deadlines
- Provide up-to-date, relevant best-practice input based on studies, where relevant

 <b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Auckland Council customer service standards are consistently met</li> <li>• Productive mutually beneficial relationships are developed and maintained</li> <li>• Excellent feedback from both customers, colleagues and leadership</li> </ul>
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 <b>Key skill</b>	<ul style="list-style-type: none"> <li>• Excellence in customer service</li> <li>• Relationship building and teamwork</li> <li>• Strong analytical and creative problem-solving ability</li> <li>• Must have initiative and a 'can-do' attitude</li> <li>• Ability to juggle multiple tasks</li> <li>• General knowledge of the Microsoft Office 365 Suite</li> </ul>
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 <b>Job requirements</b>	<ul style="list-style-type: none"> <li>• Understanding of Te Tiriti o Waitangi and its relationship to Local Government and the Resource Management Act</li> <li>• Knowledge of tikanga Māori and an ability to relate with iwi and hapu</li> <li>• Possess strong verbal and written communication skills</li> <li>• Excellent time management and organisation skills</li> </ul>
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**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

<b>Approving manager:</b>	<b>Version date:</b>
Debbie Jones	March 2020

 <b>Job framework</b>	<b>Job function:</b>	<b>Job family:</b>	<b>Job:</b>
	Information & Communications Technology	Generalist	Graduate ICT

**Auckland Council behaviours**



**SERVE**

Aucklanders serving Aucklanders



**DEVELOP**

Step up from good to great



**COLLABORATE**

Success comes when we work together



**ACHIEVE**

It's up to us to make it happen