

IT Technician (part time)

Canterbury Museum is seeking an enthusiastic and energetic individual with excellent interpersonal skills to maintain our network of 70 users. You should be able to provide network admin and help desk functions, basic training to staff, have the ability to work independently or as part of a team and have an in-depth knowledge of information technology.

This is an ideal part-time job (20 hours/week) for an advanced student or recent graduate.

To find out more about this position and how to apply please visit the careers page on our website www.canterburymuseum.com

Applications close at 5.00 pm on Wednesday 8 March 2017.



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Director**, and emailed to:

ITApplication@canterburymuseum.com

Applications will close at 5.00 pm on Wednesday 8 March 2017. Applications must be in the specified format.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have, or be eligible for, a New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$37,805 per annum (pro-rated to \$18,903 per annum based on 20 hours per week) (80% of Band C), and \$47,257 per annum (pro-rated to \$23,629 per annum based on 20 hours per week) (100% of Band C).

JOB VALUE STATEMENT

Date:	January 2017
Job Title:	IT Technician (part time 20 hours per week)
Responsible to:	Finance and Services Manager
Responsible for:	N/A
Key Stakeholders:	Those customers who directly receive/benefit from the outputs All staff
Key Relationships:	Those staff or outside personnel that the job holder works with to achieve their outputs Museum staff External suppliers/contractors Director (employer)

1. Job Context

The **Canterbury Museum** exists to add value to the present and future citizens of Canterbury and the many visitors to Christchurch, by welcoming our visitors to explore the diversity of the natural world and our cultural heritage and to make this a fun experience. This will be achieved through:

- creating an interactive experiential journey for our visitors through which we tell the stories of Canterbury Waitaha and New Zealand Aotearoa and provide a view on the rest of the world
- reaching out to children of all ages and providing learning experiences in an informative and enjoyable setting
- building and properly caring for the collection of priceless treasures we hold in trust for the community
- high quality relevant research on our collections and the dissemination of the results to the widest possible audience
- working with a range of partnerships which integrate us into the wider community. In particular we are committed to working with iwi in the spirit of the Treaty of Waitangi, embodying concepts such as mauri, kawa, mana and wairua
- providing our visitors with friendly high quality service and ensuring equitable access to all
- upholding and adhering to the highest professional standards of best practice
- providing maximum community benefits from the resources made available to us
- providing staff with the learning and development opportunities required to enable them to carry out their work.

The **IT Technician** reports to the Finance & Services Manager (see attached Organisation Chart).

2. Job Purpose

The position of **IT Technician** exists to:

- assist users with day-to-day computer hardware and software problems
- administer the day-to-day running of servers and network
- maintain email and internet access for all users

- maintain the Museum-wide computer filing system
- oversee the day-to-day maintenance of computer hardware and peripherals, including the phone system
- assist exhibitions and security teams with their IT requirements
- order, set up and install new computer hardware and software as required
- provide basic training in general PC and MS Office use to staff and volunteers.

3. Key Output Areas

The duties and responsibilities outlined describe the core tasks, you may be required to undertake other duties.

<p>1. Effective computer systems by:</p> <ul style="list-style-type: none"> • assisting staff with software usage, particularly MS Outlook, Word and Excel to enable staff to operate efficiently • maintenance of PC computer hardware and peripherals (printers, scanners, etc) • assessment of computer hardware for reuse/reallocation • ordering, setting up and installing new computer hardware and software • overseeing the day-to-day running of Windows servers (follow back-up procedures, monitor disk space usage, disk errors, etc) • administration of Exchange email server • setting up and overseeing user accounts in Active Directory • general maintenance of the PBX system • maintaining the centralised Museum-wide electronic filing system • training staff in general PC and MS Office use
<p>2. Professional Development by:</p> <ul style="list-style-type: none"> • attending relevant training sessions and assisting in organising internal computer-related training events • attending relevant personal development training courses/sessions • providing feedback to other staff on training undertaken
<p>3. Departmental Operations Management by:</p> <p><i>Budget</i></p> <ul style="list-style-type: none"> • assisting with purchasing supplies and maintaining associated records <p><i>Performance</i></p> <ul style="list-style-type: none"> • planning personal performance goals to achieve annual projects and routine tasks • monitoring and achieving personal annual and on-going performance goals <p><i>Staff and Training</i></p> <ul style="list-style-type: none"> • training and assisting permanent staff, volunteers and temporary/casual staff, where required, in computer hardware and software use <p><i>Facilities</i></p> <ul style="list-style-type: none"> • maintaining accurate inventory of all computer hardware and software • maintaining computer and computer-related equipment • adhering to all departmental work, study and storage area procedures on cleanliness, safety, lighting and ventilation in compliance with the Museum’s Pest Control and Collections Care policies and current Health and Safety legislation
<p>4. Promotion of Museum as a Centre of Excellence by:</p> <ul style="list-style-type: none"> • adhering to Museum policies and procedures, guidelines and house rules • adhering to professional standards, practices and codes of ethics • promoting excellent public relations by clearly communicating Museum values and objectives • working to ensure the Museum is a responsible tourism destination • proactively seeking continuous improvement to further enhance the visitor experience • accepting additional responsibilities when requested • promoting and maintaining excellent internal working relations

- adhering to the Museum's health and safety practices and remaining aware of all health and safety matters at all times
- ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement.

4. Profile of an Ideal IT Technician

The following job competencies, qualifications and experience represent an ideal applicant. It is recognised that not all candidates will meet all criteria.

(a) Job Competencies

Knowledge

- maintenance of PC hardware, including printers, scanners, laptops
- extensive knowledge of Microsoft Office, email and internet applications
- working knowledge of general PC operating systems and software, particularly Windows 7 and Office 2013
- working knowledge of networking operating systems and software, particularly Windows Server 2012 r2, Exchange 2013, SQL Server, Veeam backup software
- working knowledge of networking infrastructure, particularly VLANs and Firewalls (Fortinet)
- cultural awareness, particularly an understanding of biculturalism and the Treaty of Waitangi
- working knowledge of Mac desktops would be an advantage
- keeping skills and knowledge up-to-date within a changing environment.

Skills

You should have a high level of

- computer skills and in-depth knowledge of information technology
- excellent time management skills
- interpersonal skills
- manual dexterity
- written and verbal communication skills
- reading, listening and comprehension skills
- ability in problem-solving
- team-work skills

Behaviour

- a high level of ability to work both independently and as part of a team
- a high level of ability to work empathetically with Museum staff and management; volunteers; researchers, Museum visitors
- enthusiastic, receptive to ideas, polite, patient

(b) Qualifications

The position will require:

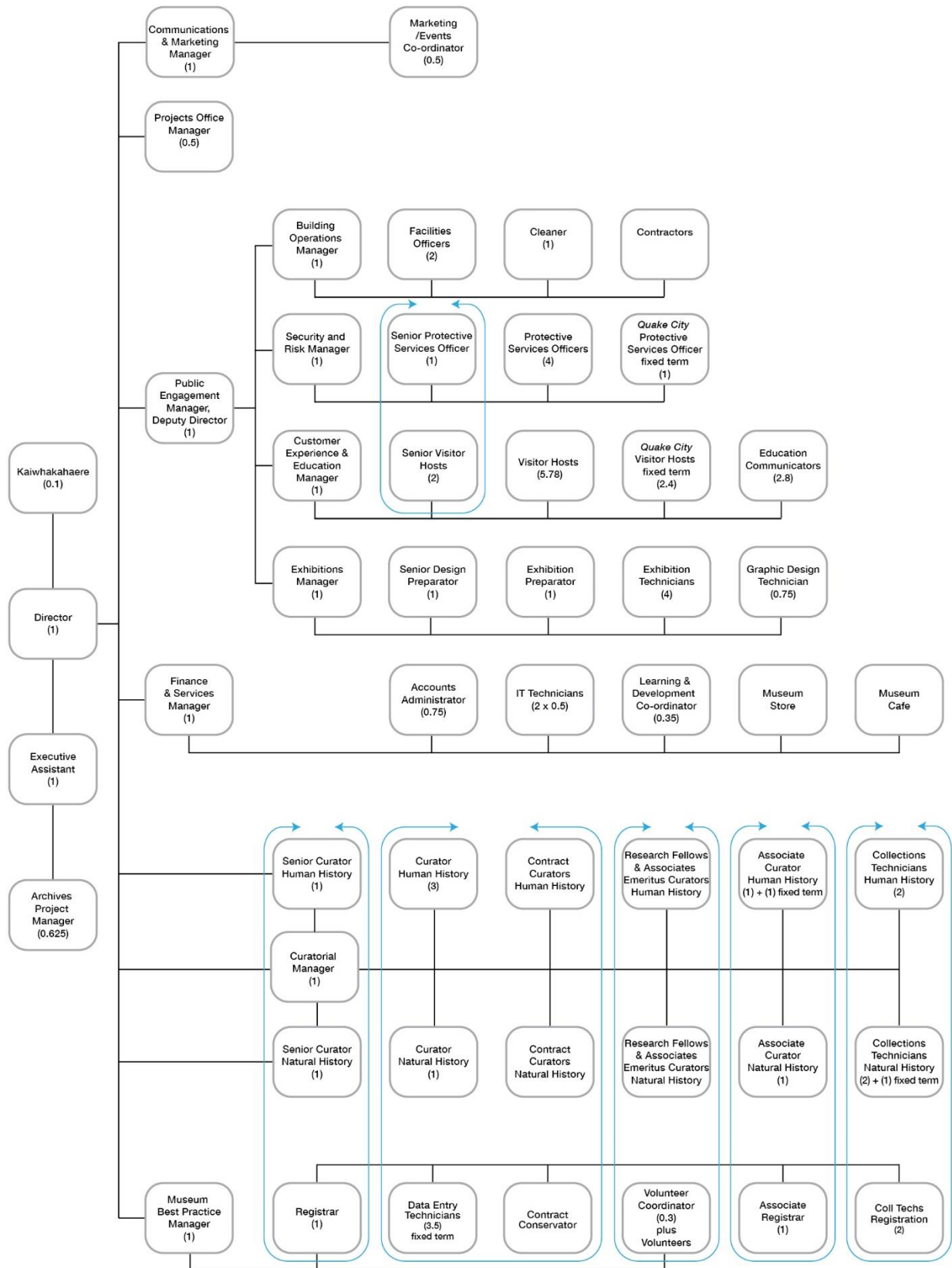
- a diploma, or the equivalent in experience, in computer maintenance is essential
- full MCP accreditation would be an advantage

(c) Experience

The position will require:

- experience maintaining computer hardware and software is essential
- experience working in the field(s) listed in section (a)
- experience in training/assisting staff with computer use
- some experience working within a museum environment would be an advantage

organisational chart



9 November 2016