

Position Description

IT Support Analyst

Reports to Service Delivery Manager	Location Wellington	Band 14	Date August 2026
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Role overview

The IT Support Analyst supports the reliable operation, resilience and continuous improvement of Education Payroll's technology services, including systems that support payroll delivery and corporate operations.

The role contributes to the operational management of information security controls, technology assets, access management, data protection and IT services, ensuring issues are identified, remediated or escalated in line with policy and risk appetite.

In this role you will support and coordinates IT service management practices across internal teams and external vendors, help ensure incidents, requests, changes, problems and releases are managed consistently and to agreed service expectations.

The role provides operational support and specialist input across ITIL-based practices, including incident, request, change, release, configuration, problem, knowledge and service level management.

Key responsibilities and accountabilities

Service operations	Coordinate operational vendor engagement for service desk, access management and request fulfilment services, including onsite vendor activity, issue prioritisation, service performance follow-up and escalation where service expectations are not met. Provide support across release and deployment, configuration, IT security, incident, change and problem management. Support operational management of the end-to-end technology stack, including endpoints, identity and access services, networks, cloud services, data centre services, monitoring tools and security controls. Provide responsive desktop, application and operational systems support to Education Payroll staff, diagnosing complex issues,
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	coordinating resolution and identifying recurring themes that require process, configuration or vendor action. Ensure documentation, processes and procedures are created and updated. Support reporting to the organisation.
Customer Service	Onsite a minimum of 4 days a week to support staff. Build positive relationships with users and vendors. Manage expectations and service levels. Communicate technical information in plain language. Afterhours support on a rostered on-call basis
Service transition	Coordinate ICT infrastructure and system changes. Support release and deployment management across all Education Payroll change and release processes. Ensure the maintenance of information about configuration items required to deliver IT services. Support operational readiness processes Support Infrastructure projects to transition smoothly into BAU operations.
Continuous improvement	Identify, recommend and implement improvements to IT operations processes, policies and workflows to improve service quality and efficiency.

Leadership expectations

The following leadership expectations apply to this role.

Lead self	Demonstrate Education Payroll values: • Ako Learning & improving • Mahi tahi working together • Aro ki te kiritaki Customer focus. Maintain positive relationships. Hold yourself accountable. Be agile and adaptive. Show courage.
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Lead Education Payroll	
Risk management	Identify, assess, mitigate and record risks arising from internal process, people, systems or external events that could potentially disrupt business operations and/or breach legislative requirements. Escalate risks that cannot be sufficiently mitigated within your span of control. Take collective responsibility for enterprise risk management and understand the cumulative impact of risks across the organisation.
Customer orientation, continuous improvement and quality assurance	Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations. Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time. Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.

Required experience, skills and knowledge

To be successful in this position you will need:

- a strong understanding of the IT information library (ITIL)
- demonstrated experience in IT operations, service management or technical support roles, including incident, request, change,
- experience writing process documentation
- strong verbal and written communication ability
- experience using ITIL service management tools (e.g. ServiceNow, Atlassian)
- able to provide subject matter expertise on system administration and configuration
- an understanding of Windows, Linux, networks, desktop, and server environments
- proficiency in Microsoft Excel
- the ability to work autonomously
- strong analytical thinking skills
- experience in SharePoint is beneficial