# Position Description

**Real Estate Authority**

| Position title | |
|---|---|
| | IT Support Engineer |
| Group | Corporate Services |
| REA Job Level | 13 |
| Location | Wellington |
| Reports to | IT Infrastructure Manager |
| Last review Date | February 2024 |

## About REA

The Real Estate Authority (REA) is the independent government agency that regulates New Zealand licensed real estate professionals. We are a Crown entity established under the Real Estate Agents Act 2008.

Our purpose is to promote and protect the interests of consumers in respect of transactions that relate to real estate and to promote public confidence in the performance of real estate agency work. We aim to promote high standards of conduct in the real estate industry and help provide increased levels of protection for buyers and sellers of real estate.

As part of this role we:

- Oversee the regulatory framework for real estate professionals including licensing people and companies working in the real estate industry, and overseeing a continuing professional development programme for licensees

- We maintain Professional Conduct and Client Care Rules setting out the professional standards licensed real estate professionals must follow, and provide information and guidance to support them to meet their obligations

- Deal with complaints about the conduct of real estate agents

- Provide information for consumers about the real estate transaction process

- Maintain a public register of real estate agents which includes information about any upheld complaints.

## Role Purpose

The IT Support Engineer is responsible for providing core business IT support to REA staff with a focus on technology, infrastructure, networks, system administration, and hardware. This role is the "boots on the ground" for level 1 and 2 IT support including responsibility for incident management, resolution, and escalation at the REA while maintaining agreed internal Service Levels.

This role will also support the on-going technology needs of REA to ensure that staff have the tools and technology required to be effective and efficient in their roles and pro-actively identifying technology solutions to address business problems.

## Delegations

None.

## Relationships

The position is required to build and maintain the following relationships:

**Internal (within REA)**

- All staff

- Managers

- Senior Leadership Team

- Chief Executive

- Board Members as required

**External (outside REA)**

- IT support vendors

- Government technology groups and colleagues, as required

## Key accountabilities

Key accountabilities for the IT Support Administrator role relevant to REA include:

- Providing core business IT support (break/fix, trouble shooting, and problem/incident management & escalation) to REA staff relevant to technology, infrastructure, networks, and hardware

- Champion and drive the REA internal IT help desk to ensure that issues, incidents, and requests are tracked, investigated, communicated, resolved, and escalated (if required) in accordance with ITIL best practices and within the processes and internal Service Levels set by the IT Manager

- Act on behalf of REA as the technical IT expert to provide internal advice and communicate user level business issues and requirements, including escalation of support, to our external IT partners for resolution while also ensuring you maintain a strong relationship with our vendor core business staff

- Be the REA desktop technical expert and provide support of REA's  Azure Tenancy, O365, SharePoint Online and other technical platforms.

- Facilitate and support user acceptance testing requirements by providing test plans, supporting staff to complete these, and providing initial smokescreen testing as required. You will also support the co-ordination of internal resourcing to complete these activities

- Provide staff training in the use of REA technologies and tools and ensure availability of adequate training material to support functional managers to ensure an acceptable level of competency in the use of these

- Support REA IT in ensuring a strong level of business continuity and knowledge management retention in relation to REA's technology, infrastructure, networks, and

hardware including any documentation, recording of business processes, and maintaining and keeping up to date the IT Support Administrator manual

- Assist in identifying, documenting and implementing business process improvements across REA where relative to IT technologies and tools with an eye towards proactive and continuous improvement

- Support in delivering key projects/initiatives as required by the Chief Technology Officer

## Qualifications, skills, knowledge and experience

The following skills, knowledge and experience is required:

- A minimum 3 years' experience in a similar type of role i.e. Systems Administrator, IT Engineer, or Technical IT support

- Demonstrable experience in providing technical support and administration of on-prem and cloud based platforms and solutions i.e. Windows 10/11, Active /Entra Directory, Office 365, Azure

- Excellent verbal and written communication skills with a demonstrable ability to speak both technical and non-technical depending on the audience

- Proven experience of being able to effectively and efficiently troubleshoot a broad range of IT related issues from Level 1-3

- Strong experience working with third party vendor support and building and maintaining relationships with key vendor support staff

The following skills knowledge and experience is preferred:

- Tertiary level IT qualification

- IT industry certifications would be advantageous i.e. Microsoft Certifications, ITIL

## Key competencies

- Ability to work with limited supervision, to make decisions and work on own initiative

- Effective communication skills in order to deal tactfully and sensitively with people at all levels

- Champions REA values

- Excellent listening skills

- Strong organisation and interpersonal skills

- Ability to establish and maintain good working relationships with a wide range of people

- Ability to work as part of a team and motivate others

- Ability to operate within tight dealings and manage competing priorities

- High standards of integrity and confidentiality and ability to remain calm under pressure, and to be flexible with shifting priorities

### Client focus

- Provides responsive, respectful and knowledgeable service to internal and external clients
- Puts the client (internal and external) perspective at the forefront of decision making & works to create client- focused service and solutions
- Proactively and constructively deals with client problems
- Is aware of differing approaches relevant to engaging with and meeting the needs of clients

### Communication

- Excellent written and oral communication skills with demonstrated ability to present complex information in a clear and accurate written and verbal format
- Organises information in a logical sequence
- Includes content appropriate for the purpose and the audience

### Results orientation

- Establishes a plan of action to achieve expected results
- Employs a systematic approach to completing tasks
- Establishes and reviews priorities
- Takes timely corrective action
- Pursues high quality results
- Produces high quality reports

### Integrity

- Is a trusted leader
- Maintains high personal standards of professional excellence
- Accepts full responsibility for own actions

### Self-management

- Remains calm and in control under pressure
- Seeks to continually develop self by acting on feedback and taking opportunities to learn.

### Collaboration and team building

- Works closely with others to bring together resources for achievement of common objectives
- Promotes cooperation within and across teams through the sharing of resources and information. Seeks and values the contributions of others
- Reflects on how own working style impacts on others
- Sees things from others point of view and confirms understanding
- Works in a harmonious and collegial manner with colleagues and other staff

**Problem solving and analysis**

- Systematically analyses situations by developing frameworks that reveal the essential features and issues
- Uses analytical techniques to distinguish the important from the trivial
- Looks beyond the obvious and does not stop at the first answers
- Is objective and open-minded
- Uses academic training effectively, and freely shares disciplinary insights and analytic techniques with others

**Oriented toward practical solutions**

- Is able to produce timely, well presented and accurate work on issues in a format appropriate for the intended audience

**Judgement**

- Recognises the need to consult before making a decision
- Identifies and understands the risks that may result from a decision
- Judgements take REA resources, constraints and values into consideration

Approved: 27 February 2024