



**A Responsible Care® Company**

## **Helpdesk Analyst Vacancy**

- New Plymouth**

We are looking for a motivated and enthusiastic individual who has a passion for Information Technology and providing top notch customer service to join our high performing and multi-skilled IT Team.

You will provide an exceptional first-line support service to our users. This will include installations and maintenance of PC's, PC health checks and assistance with VoIP phone system, mobiles, photocopiers and fax machines.

To be considered suitable you will have experience in a similar position and be able to demonstrate strong technical ability with advanced knowledge of Windows and Microsoft desktop tools and PC architecture. You will also have knowledge of Networking & Data Integrity concepts. A tertiary qualification in a relevant field is desirable.

At Methanex we have the total package - very generous benefits (e.g. medical subsidy, up to 14.9% superannuation, life & disability insurance, company share plan and travel payments); competitive remuneration; employee development; flexible working options (many employees work 9 day fortnights); and the bonus of being based in New Plymouth which has been judged as NZ's best place to live and the best small city in the world!

By providing a workplace that offers the total package, we can better attract, retain and engage high calibre people and support them in developing and achieving their full potential.

Attached you will find the Position Description for this position. You will also need to return to the [Job Opportunities](#) page and either print or download a copy of our Application Form.

**NB: Only applications received on the official Methanex Application for Employment form will be considered. Please also enclose a copy of your current Resume/ Curriculum Vitae.**

Completed applications should be emailed to [jobsnp@methanex.com](mailto:jobsnp@methanex.com) or posted to:

Tracey Berrington-Smith, HR Advisor  
Methanex NZ Limited  
Private Bag 2011  
New Plymouth 4342

If you have any queries regarding this position please call Tracey Berrington-Smith, HR Advisor, on (06) 754-9719 or email [jobsnp@methanex.com](mailto:jobsnp@methanex.com)

**Applications must be received by 4pm, 12<sup>th</sup> March 2010**



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## POSITION DESCRIPTION

### POSITION INFORMATION

<b>Position Title:</b>	Helpdesk Analyst	<b>Date:</b>	February 2010
<b>Incumbent:</b>		<b>Department:</b>	IT
<b>Reports To (Title):</b>	Helpdesk Lead	<b>Approved by (Title)</b>	Director, Corporate Resources
<b>Signature:</b>		<b>Signature:</b>	
<b>Date:</b>		<b>Date:</b>	

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### PURPOSE

Apply technical and organisational skills to ensure the Desktops, Laptops, Printers and associated software that comprise and support Methanex Desktop Infrastructure operate in an efficient and secure manner and meet the requirements of users.

Maintain an overview of all Methanex New Zealand's IT technologies to ensure a seamless IT service to users from the Helpdesk and adhere to Corporate IT policies.

### DIMENSIONS

<b>Budget</b>	- Opex	\$0
	- Capex	\$0
<b>Financial Delegation of Authority</b>	- Opex	\$0
	- Capex	\$0
<b>Number of Direct Reports</b>	- Employees	Nil
	- Contractors	Nil
<b>Number of Indirect Reports</b>	- Employees	
	- Contractors	

KEY ACCOUNTABILITIES	RESULTS/DELIVERABLES
<p><b>Provide support for PC infrastructure</b></p>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Undertake PC equipment installations and reallocations.</li> <li>• Ensure the desktop environment is maintained within manufacturers' specifications and in accordance with the Methanex I.T. framework.</li> <li>• Assist the Helpdesk Lead in provide a quality helpdesk facility for the Methanex NZ user community.</li> <li>• Provide 1<sup>st</sup> level user support for hardware and generic PC-based software applications.</li> <li>• Undertake print server tasks, as required.</li> <li>• Provide 1<sup>st</sup> level support for the Windows-based PC-based applications.</li> <li>• Escalate specialist support requirements to the appropriate Methanex Personnel or contractors as required.</li> </ul> <p><b>PCs / Printers</b></p> <ul style="list-style-type: none"> <li>• Undertake as required, PC health checks to ensure they are tuned and adequate for the tasks required of them.</li> <li>• Ensure all printers are serviceable.</li> </ul>
<p><b>Provide support for company landline and mobile phone systems.</b></p>	<ul style="list-style-type: none"> <li>• Undertake phone equipment installations and relocations.</li> <li>• Maintain assets database for phones.</li> <li>• Undertake installations as required.</li> <li>• Liaise with Business Communications Taranaki (BCT) and Gen-I Taranaki for faults.</li> </ul>
<p><b>Provide support for photocopiers and fax machines.</b></p>	<p><b>Printer/copier Administration:</b></p> <ul style="list-style-type: none"> <li>• Undertake photocopier equipment installations and relocations.</li> <li>• Liaise with supplier for faults, installations and relocations.</li> <li>• Maintain and track assets.</li> </ul> <p><b>Fax Machine Administration:</b></p> <ul style="list-style-type: none"> <li>• Liaise with supplier for faults, installations and relocations.</li> </ul>
<p><b>Provision of an effective and efficient Service Desk to ensure user help support and satisfaction.</b></p>	<ul style="list-style-type: none"> <li>• Undertake and complete user service requests.</li> <li>• Ensure I.S. equipment does not endanger the health or safety of users.</li> <li>• Provide support to the user community.</li> <li>• Assist user community with systems training as required.</li> </ul>
<p><b>Undertake specific projects as directed.</b></p>	<ul style="list-style-type: none"> <li>• Participate as a team member in regional IT projects</li> <li>• Additional tasks as may be required by the IT Team Leader to meet the operational requirements of the IS Group</li> </ul>

<p><b>Methanex vision and values</b></p> <ul style="list-style-type: none"> <li>• Contributes to the organisational vision of Global Methanol Leadership and as a team member demonstrates the core values of integrity, trust, respect and professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated through feedback from team and leaders</li> <li>• Undertakes all aspects of the role through living the Methanex values</li> </ul>
<p><b>Responsible Care</b></p>	<ul style="list-style-type: none"> <li>• Conducts all business in a manner which supports the Responsible Care® ethic.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Networks with other Methanex sites to the mutual benefit of all sites</li> <li>• Responsible for ensuring awareness of all controlled documents relating to this position as per Document Awareness Report from Document Management Database</li> <li>• Contribute to the 'operational excellence' for Methanex New Zealand as an effective member of the IT department</li> </ul>

<p><b>KEY COMPETENCIES</b></p>
<ul style="list-style-type: none"> <li>• Self starter and proven ability to learn</li> <li>• Customer focused with an excellent work ethic and a “can do” attitude</li> <li>• Excellent written and oral communication skills</li> <li>• Must be available to carry out on-call duty as required.</li> </ul>

<p><b>KEY WORKING RELATIONSHIPS</b></p>
<ul style="list-style-type: none"> <li>• Other members of the IT group</li> <li>• Staff and contractors of Methanex New Zealand</li> <li>• Equipment vendors and third party maintenance providers</li> <li>• Gen-i/BCT service providers</li> <li>• Peers in other Methanex regions</li> </ul>

<p><b>QUALIFICATIONS</b></p>
<ul style="list-style-type: none"> <li>• Tertiary qualification in Information Technology/Science/Systems or related field would be an advantage but is not a pre-requisite for this position</li> </ul>

<p><b>EXPERIENCE &amp; SKILLS</b></p>
<ul style="list-style-type: none"> <li>• Advanced knowledge of Windows, Microsoft desktop tools and PC architecture</li> <li>• Knowledge of MS Visual Basic and basic programming concepts</li> <li>• Knowledge of Data Integrity concepts especially relating to Data backup, recovery and Disaster Recovery</li> </ul>

<p><b>OTHER REQUIREMENTS</b></p>
<ul style="list-style-type: none"> <li>• Current NZ driver's license with suitable transport</li> </ul>