



Systems Administrator

Office of the Chief Executive, Information Services

Reports to: Infrastructure Team Leader

Location: Administration Building

Date: August 2025

Purpose of the role:

Provide advanced technical support for Database, Infrastructure systems, desktop systems, resolving complex issues that exceed first-level troubleshooting and ensure the stability, performance, and security of end-user devices.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata – Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*

We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*

We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*

We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau

Work as One Council

He Tātai Muka

People & Performance Focus

He Rangī tā Matawhānui

Open & Adaptable

Te Ringa Tōhau Nui

Business sense

Kāpuia Te Kāhaho

Customer & Community Focus

Te Pae Tawhiti

Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at careers.huttcity.govt.nz/home

The level of capability required for this role is:



Foundational



Intermediate



Advanced

About the role

Technical Support	Provide Level 2 support, acting as an escalation point for Service Desk Level 1. Use Service Desk software to record call details, analyse, and troubleshoot issues. Administer SQL databases across different database system generations. Assist the Service Desk during busy periods, critical incidents, or staff shortages.
Problem Solving	Take ownership of assigned service desk requests and manage them to full resolution. Update the technical knowledge base and provide ongoing communication to end-users. Plan and complete visits to sites across Hutt City to set up new equipment.
Knowledge and Process, Monitoring	Assist the Team Leaders in the Operations team with process and knowledge updates. Complete Daily Checks and Monitoring across the environment including cyber threat Management Assist with Projects and provide training and documentation to Service Desk Write and update documentation to support other wider team members.
Software Deployment and Management	Package & maintain all deployable software into Intune Provide system integration, solutions, and advice to the business for Database Systems Represent IT infrastructure in technical capacity for Database Systems in projects engaging with internal teams, departments, and vendors. Deployment of software patching to end user devices Update and complete change documentation for assigned work

System Administration	Administer Hybrid systems across council including but not limited to: • Windows • Intune/MDM • Exchange up to SE, M365 • Microsoft Defender and Sentinel • SQL • Backups and restores
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of Te reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.

Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Advanced knowledge in workstation support (hardware/software/peripherals) Windows Active Directory & Azure Entra ID Microsoft 365 & Exchange Online Administration Networking Fundamentals – UTP cabling, TCP/IP, DHCP, DNS, Wi-Fi. Fully capable in all Windows 11 and IOT devices. Intune Deployment and Maintenance of OS and Applications Microsoft Defender Good written and verbal communication skills, especially telephone communication Excellent customer service Continual improvement mindset and desire to learn
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Desired	Tertiary study in the field of computer science or equivalent IT industry certification CCTV System support Knowledge of local government environment and IT solutions. Video Conferencing Equipment, (Teams and Zoom) Familiarity with Microsoft Office 365 Applications Teams and Genesys Telephony Systems Good technical documentation skills Practical experience in an IT Helpdesk/Service desk environment First Aid Qualified
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Key relationships and delegations

Number of people reporting you	0
Total number of people within your delegation	0
Operating budget	0\$
Capital budget	0\$
Core partnerships	Internal: Infrastructure Engineer, Network Engineer, Operations Manager, Chief Digital Officer, IS team, Council staff External: Hardware and software suppliers, service delivery providers

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.