

# JOB DESCRIPTION

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JOB TITLE

HELPDESK ANALYST

REPORTS TO

IT MANAGER

DEPARTMENT

IT

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## POSITION OVERVIEW

Millbrook Resort is New Zealand's leading lifestyle resort. Our mission is to be recognised as world-class and achieve excellence in all aspects of our business.

The Helpdesk Analyst is the first point of contact for IT support across Millbrook Resort. The role provides primarily Level 1 and some Level 2 support to staff and guests, ensuring fast, friendly and effective resolution of technology issues while upholding five-star service standards.

## SUCCESS PROFILE

- 1–3 years' experience in a Helpdesk, Service Desk, or IT Support role
- Strong customer service skills and the ability to communicate clearly with non-technical users
- Working knowledge of Windows 11, Microsoft 365, and basic networking
- Experience with ticketing systems and ITIL-based processes is an advantage
- A proactive, organised approach with great attention to detail
- Ability to remain calm and professional in a busy hospitality environment
- Excellent time management, problem solving and organisational skills.
- Able to work in a team and ability to take direction and provide regular feedback.
- Exceptional customer service skills for dealing with internal customers, external suppliers, and guests.
- Excellent grooming standards.
- Must have a clean NZ Driver's Licence.

## POLICIES & PROCEDURES

- Ensure compliance with licensing laws, Health and Safety at Work Act 2015 and other statutory regulations.
- Show commitment to driving environmental and sustainable practices day to day within the role.
- Confidentiality of guest information is always essential in line with Privacy Act 2020.
- Implement and adhere to resort policies and procedures.

## KEY ACCOUNTABILITY

- Provide first-line IT support via phone, email, and in person
- Log, priorities, and resolve incidents and service requests using a ticketing system
- Troubleshoot hardware, software, and network issues across Windows and Apple devices
- Support Microsoft 365 services (Outlook, Teams, OneDrive, SharePoint)
- Assist with user account management (Active Directory / Entra ID)
- Set up and maintain desktops, laptops, mobile devices, printers, and POS systems
- Escalate complex or unresolved issues to senior IT staff or external vendors
- Maintain accurate documentation and contribute to the IT knowledge base
- Provide occasional after-hours or weekend support aligned with resort operations
- Follow Change Control guidelines.
- Ensure five-star service levels; all communication should be professional, polite, clear, concise, and effective.
- Provide comprehensive handover information on active tasks to the IT Team prior to days off or leave.
- Act as an effective team member and assist with additional duties in the IT team as needed.
- Adhere to IT Team and Resort policies and procedures, including delegated authority for IT purchases.
- Be fully conversant with company and department Health & Safety policies and procedures.
- Be fully conversant with all system security policies and always adhere to them.
- Install and maintain Resort PCs, including both software and hardware.
- Provide user support to Resort staff and guests.
- Manage staff onboarding and offboarding within networks and systems.
- Participate in training to maintain relevant system knowledge.
- Assist with IT projects as assigned, including system replacements, upgrades, and new initiatives.
- Participate as part of an effective team and assist with extra duties in the department as required.
- Undertake other duties as requested by the IT Manager or management.