

# Technology & Digital Experience Partner

## WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to' for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

## OUR VALUES – NGĀ UARATANGA

### Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

### Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

### See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

## POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Technology and Digital Experience Manager
Your Team – To tīma:	Innovation and Digital
Direct reports - Kaimahi:	No

To triage incoming requests and escalate tickets to appropriate members of the Technology and Digital Experience team. The T&D Experience Partner will resolve fundamental level one support issues/queries either customer facing or through phone support.

## KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

### **Safety and wellbeing - Haumarutanga**

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities.
- Speaking up if you see something that is not and could injure yourself or others in the workplace.
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time.

### **General – Whānuitanga**

- Manage the incoming ticket and call queues to ensure the Technology and Digital team is responsive to Farmlands users requests.
- Ensure all requests received are recorded, prioritised and escalated with a focus on ensuring delivery to agreed service levels.
- Provide first level support to end users, including detailed troubleshooting and information gathering, via phone, online and in-person channels.
- Support the Technology and Digital Business Partners with incoming calls when receiving high call volumes.
- Provide MyTech support on a rotational basis.
- Timely escalation to Technology and Digital Business Partners if issues cannot be resolved.
- Follow up escalated requests and regularly update users of the status of outstanding requests.
- Build and maintain positive and professional relationships with internal and external customers and peers and interact positively with other Technology and Digital team members.
- Deliver end user training and documentation when required.
- Contribute to the provision of quality technology.

### **Professional**

### **Development -**

### **Whakawhanaketanga**

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

**These may change from time to time to meet operational or other requirements.**

## WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

### Experience - Āu tautōhitotanga

- Previous customer service experience – either face to face or phone based.
- Experience working in a team-orientated, collaborative environment.

### Qualifications – Āu tohu mātauranga

- A diploma, certificate or degree in a technology related study is preferred but not essential.

### Skills – Āu pūkenga

- Excellent verbal communication skills.
- Excellent problem solving skills.
- Effective prioritisation skills.
- Excellent time management skills.

### Personal Attributes – Ōu āhuatanga

- Demonstrates openness, enthusiasm and engagement.
- Commitment to high standards of excellence and high personal integrity.
- High level of independence and initiative while working effectively as part of a team.
- Flexible and adaptable; able to work in ambiguous situations.
- Creativity, innovation and the ability to think 'out-of-the-box' in problem solving.
- Integrity, discretion and resilience.
- Commitment to business goals and culture.
- Ability to translate highly technical information into practical, everyday terminology.