

Job Description

IT Support Administrator

Job Details

Job title	IT Support Administrator
Job purpose	<p>Provide first line support to internal users on IT applications, hardware and telecoms.</p> <p>Provide administrative support to IT team managing hardware and software inventory, hardware and software purchasing, licensing and record management.</p> <p>Provide first and second line support to both internal and external users for operational and business systems including Portals, Web, File Sharing, Conferencing and Unified Comms solutions.</p> <p>Working with the team to co-ordinate the resolution of D365, IT and Telecommunications helpdesk issues to ensure that they are resolved within the agreed SLAs and the support remains fit for purpose and fully meets the business needs.</p>
Job location	Head Office
Reports to	Corporate Services Manager
Qualifications	+ N/A
Essential criteria	<ul style="list-style-type: none"> + Good written and verbal communication skills + Confident, articulate and good relationship builder + Good organisational ability + Willingness to learn and develop + Ability to prioritise and work under pressure + Good computer literacy, especially in M/S Office including Teams + Occasional requirement to work out of hours to support Information Communications Technology (ICT) work

Dimensions

Line management	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Budget holder	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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Job Purpose

Core responsibilities	<p>ICT Support and Service Delivery</p> <ul style="list-style-type: none"> + Act as a primary contact point for IT issues providing advice, co-ordination and escalation, where necessary, to 3rd parties for resolutions. + Primary contact for support and training to both internal and external users and stakeholders for operational and business systems including, but not limited to, D365, Portals, File sharing solutions, Web and video conferencing products. + Provide support to the IT team to test business system updates, functional changes, update training material and users guides and deliver training and support to end users when required. + Create training material and deliver IT application training to promote and optimise the use of IT and Business applications. + Ensure that IT related information including hardware and software inventory, licensing, documentation, user and training guides are managed and maintained. + Administrate the purchasing of hardware and software including licensing and review and processing of the supplier invoices. + Provide support to the team on projects, including testing and creation and maintenance of user guides and training material. + Manage the starter/leaver/amendment process, setting up and maintaining ICT equipment and supporting new starters, including remote workers. Tasks to include but not limited to: <ul style="list-style-type: none"> + Liaising with external providers to add/remove starters/leavers + Managing the requests for quotations, raising and placing of orders + Issuing/removal of ICT equipment and services ensuring that ICT equipment is delivered on time and is fit for purpose + Manage the return of equipment when staff leave and ensure the disposal of redundant equipment in line with Health and Safety, information security, Data Protection and WEEE requirements + Carry out ICT inductions and provide guidance on the use of ICT equipment + Provide project support to assist with planning and delivery of project tasks and training. <p>Telecoms Administration</p> <ul style="list-style-type: none"> + Act as a primary contact point for the telecommunications system first line support/triage, setup of users, creation and changes to groups, call routing, working hours, etc. + Working with the IT team and external partners, ensure the management of the services and change requests are delivered in a suitable and timely manner including logging and management of major faults directly with telecoms providers.
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	<ul style="list-style-type: none">+ Circulation of telecommunication reports to senior managers and directors when appropriate.+ Review of telecoms charges/billing to ensure accuracy and that charges continue to be cost effective, escalating queries to telecoms providers and UKAS Management where necessary.+ Ensure that any telecoms related information including mobiles, distribution lists, contact and account details are accurate and up to date.
Non-Core responsibilities	+ N/A

Signature of job holder:		Date:	
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