

Job Description

Job Title: IT Administrator

Reports to: Senior IT Manager

Directorate: Finance and IT

Job Holder: New position

Job Purpose:

The postholder will be required to work collaboratively within the Finance and IT team, provide support with IT and administrative tasks. The role would work closely with Finance and Resources administrator to provide support function to all senior staff.

Key Duties and Responsibilities

IT:

- Provide support with troubleshooting of the Office IT equipment including printers, scanners, speakerphones, video conferencing, PCs and computer accessories
- Provide face to face support to the colleagues working within the office environment and the online support for the staff working remotely.
- Assisting the Senior IT Manager with the projects and the co-ordination of it
- Enabling existing and new team members staff by providing adhoc IT training either on one on one basis or through the drop-in sessions
- Maintain inventory of subscription software (e.g. Adobe, Zoom products) along with annual renewal management and proposing renewals
- With the approval from the Senior IT Manager, responsible for procuring IT peripherals and accessories for new and existing members of staff.
- Be the first point of contact for any escalation of the IT support ticket with the outsourced IT supplier
- Daily monitoring of the support ticket log with our outsourced IT provider and escalating the business critical tickets for resolution as required
- Support the Senior IT Manager in rolling out the new technologies, solutions and processes across GamCare and provide onboarding support
- Be the administrator, provide support and raise any queries with the GamCare's telephony system provider
- Responsible for procuring new sim cards, dealing with data requests and supporting with any network troubleshooting with sim providers
- Responsible for organising the quotes for the repairs of the hardware, IT equipment, telephony, and mobile phones
- Ensuring that daily, weekly, monthly and annual checks are booked in the calendar and actioned
- Provide assistance to the IT and the outsourced supplier in troubleshooting on-premises infrastructure including phones lines, Broadband, WiFi and on premises servers

- Ensuring IT guidance notes are kept upto date and are disseminated as and when required.

General:

- Work with Finance and Resources administrator to ensure smooth running of office support function
- Being responsible for IT inbox, actioning emails and where necessary forwarding emails on to the relevant persons
- Assist Senior IT Manager and the team in providing excellent service to the organisation
- Responsible for organising/leading on service visits such as printer checks, network checks and other facility related visits.
- Take minutes at meetings and follow up necessary actions

Please note, this list is not exhaustive, the post holder will be required to undertake any other additional duties as and when required by your manager.

Person Specification: Knowledge, Experience and Skills

Essential

Qualification

- Ideally you will have a Microsoft 365 certified (fundamentals) or an apprenticeship or relevant experience
- Excellent Microsoft O365 skills (Teams, Outlook, SharePoint, Word, Excel)

Experience

- Providing 1st level IT support to internal customers
- Liaising with external IT suppliers
- Office administration

Skills

- Excellent client-facing skills, including ability to handle high priority requests with tact and diplomacy
- Have a positive can-do attitude
- Excellent telephone manner
- Excellent written and verbal skills
- Excellent organisational skills, including the ability to prioritise between competing tasks and deadlines
- Self-motivation and management of own workload

Desirable

- Installing, configuring and supporting Windows; Office 365 including SharePoint; troubleshooting LAN issues, and IP phone systems
- Versatile and adaptable

