Role Profile & Person Specification

Job Title:	IT Support Coordinator
Department:	Facilities, Finance & IT
Location:	Hybrid working – to be agreed with hiring manager
Role reports to:	IT Operations Manager

Role Profile

Purpose of Role

To provide first line technical support to end users within the business and perform administrative tasks to ensure IT systems are working efficiently and to maximum capacity. Provide general support to the wider team with coordination and administrative tasks to assist with daily running of the IT team activities.
This is a progressive role with the potential to grow and develop onto IT Support Technician.

Key Responsibilities:

Provide Technical Support **(70%)**
- Ensure timely response to IT queries through calls, emails, JIRA and resolve them remotely or at the office.
- Act as the first point of contact for all IT support related queries.
- Work in collaboration with the IT Support technician to provide hardware & software Business support.
- Coordinate support tickets end-to-end and managing customer expectations.
- Identify, capture, prioritise and isolate end user IT-related issues and provide resolution.
- Ensure tickets are escalated as per internal processes and procedures.
- Collaborate with internal teams to ensure swift resolution of queries.
- Investigate solutions provided either by technical teams or via search engines.
- Conduct quality assessment and distribution of support tickets where necessary using the existing triage approach/process.
- Support ongoing tickets and projects, liaising with Business and IT stakeholders to assist with ticket resolution, and the collation of supporting evidence.
- Assist with trouble shooting issues and queries relating to the usage of Microsoft capabilities.
- Keeping business updated with key changes across IT platforms and/or systems.
- Maintain and update IT asset registers for hardware, software, and devices.
- Assist with systems performance and user acceptance testing respectively where necessary.

Supporting IT Department **(30%)**
- Support and log meeting minutes and actions where necessary.
- Arrange adhoc and reoccurring meetings on behalf of the IT Department (e.g., IT meetings, Stand-ups, project meetings)
- IT Social events & team building coordination.
- Assist with high-level ad-hoc tasks.
- Provide administrative support such as proofreading relevant documentation.
- Provide support with raising Purchase orders where necessary (Consumables & Equipment)
- Provide support with setting up and conforming to the starters, movers, and leavers protocols.
- Support the IT Delivery and Support Specialists in creating and updating processes and guidance documents.

• Produce a regular summary report for the Business on IT activities and support tickets.

Key Performance Indicators:
- As directed by current business objectives
- IT Services delivered in line with agreed targets and budgets.
- SLAs for responses to support tickets and reporting
- Customer service standards

Key Relationships:
Internal:
- Senior IT Strategy & Delivery Manager
- IT Operations Manager
- Digital Solutions Architect
- IT Delivery Support Lead
- IT Delivery and Support Specialists
- All IMI Departments

External:
- IT support vendor
- Other vendors/suppliers

Job Context
- The job holder is a junior member of staff that will report to the IT delivery team member

Job Dimensions
- Organises and prepares documents using templates and/or information provided by others.
- Performs a range of tasks involving established work routines and procedures.
- Operates with continual access to guidance and/or supervision.
- Operates in line with organisation policies and processes.
- Routine communication requiring transfer of factual knowledge or explanation

Authority Level:
- N/A

Person Specification

Essential Knowledge & Skills
- Knowledge of I.T. / systems and applications
- Excellent communication
- Strong troubleshooting and problem-solving skills
- Organisational and coordination abilities

Desirable Knowledge & Skills
- Knowledgeable in software, hardware, and networks
- Experience in helpdesk support or similar role within IT
- JIRA ticketing support knowledge or equivalent

Required Competences
- Ability to follow set processes and procedures.
- Self-motivated approach with the ability to work independently and as part of a team
- Accuracy and attention to detail in all work areas
- Can work in fast paced environment and under pressure.
- Team player
- Excellent time management and organisational skills

Essential Qualifications:
- 4-5 GCSEs at grades 9 to 4 (A* to C) or equivalent.

Desirable Qualifications
- Level 2 or above in IT system support or equivalent.

Other Requirements:
- Hybrid working Remote/Office – Fanshaws
- 35 hours