

Role Profile for Administrative Officer (IT)

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| Job Title | Administrative Officer (IT) |
| Reports to | Chief Technology Officer |
| General scope of post | <p>The role of Administrative Officer (IT) will report to the Trust's Chief Technology Officer. The role will act as point of contact for managing, monitoring and acting on various IT business processes and procedures as well as supporting a number of IT systems and tasks.</p> <p>The role will be required to work independently performing a wide range of complex and confidential administrative and clerical support duties as well as getting hands on with supporting office-based IT systems and peripherals as well as administering our key asset, licencing and MDM management systems.</p> <p>The role will also work with IT 3rd party suppliers, liaising over invoicing, ordering and billing, whilst ensuring that a schedule for procurement and IT purchasing is maintained and acted upon.</p> |
| Key Accountabilities | <ul style="list-style-type: none"> • Administer IT Equipment, Purchasing and Asset register to OSJCT process and policy standards validating goods received against invoicing and billing. • Administer Software licences – using specialist knowledge of our KACE assets management system, ensuring all software licences are registered and up to date on the system. • Administer Trust issued mobile devices through our MDM systems to support the security of all mobile devices. • Administer IT Assets through the Trust's Asset management system KACE. • Administer starters, leavers and movers through Active Directory. • Arrange warranty hardware repairs with our IT equipment suppliers. • Schedule and book training rooms and training equipment (Laptops, Projectors and Peripherals) for IT Training. • Manage the IT Loan equipment system, ensuring that equipment loaned out is signed for at point of loan and return. • Registration, creation and maintenance of Door Access Cards, includes taking photos of new starters and printing and assigning cards to new starters and decommissioning cards for leavers. • Ensure effective paper and electronic filing systems are in place and properly maintained, reflecting excellent records management understanding and practice. • Administer corporate email distribution groups through Active Directory and ADFS. • Administer telephone lists and groups through our BT Cloud Voice Portal, ensuring all numbers are up to date and active. • Undertake regular customer satisfaction surveys, preparing results to be feedback to the IT Team and a dashboard view for all employees. • Administer IT communications and ensure planned and emergency works are being communicated effectively using standard templates. • Administer the IT departments holiday and sickness record keeping and reporting through HR.net. • Administer internal and external meetings with suppliers and internal employees, ensuring that meeting cadence is provided. • Support internal VC equipment, ensuring that any issues or problems are dealt with in a timely manner and that systems are active and working each day. • Administer IT contracts building up a time-line of procurement activities and linking these activities to licencing and support schedules. |

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- To work with team members to collate, create and manage key IT processes and work instructions.

Number of Direct Report

None

Financial Responsibility

None

Knowledge, skills & Abilities

- Proven work experience as an Administrative Officer, Administrator or similar role. Good knowledge of Office procedures.
- Good overall IT knowledge, with the ability to understand how portals and systems work in order to administer the data inside them.
- Experience of attending meetings and recording actions.
- Knowledge and ability to retrieve information from relevant sources through research.
- Some experience of financial administration, including the ability to be numerate and accurate, with excellent attention to detail and a methodical approach.
- Experience of mapping out and writing technical process and documentation
- Excellent general IT skills able to use online systems to administer resources.
- Good level of knowledge with regards the Microsoft Office suite of products.
- Knowledge and experience of using Microsoft Excel to a good standard, using Pivot Tables and VLOOKUP's.
- Good English language skills (reading, writing and oral).
- Ability to handle confidential and sensitive material.
- Ability to clearly and accurately communicate processes and procedures verbally and in writing.
- Excellent communication skills
- Strong organisation skills with a problem-solving attitude

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Person Specification

| ESSENTIAL | DESIRABLE |
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| <u>Qualifications:</u> <ul style="list-style-type: none"> Educated to at least GCSE or equivalent | <ul style="list-style-type: none"> Educated to degree level |
| <u>Experience:</u> <ul style="list-style-type: none"> Proven work experience as an Administrative Officer, Administrator or similar role. Good knowledge of Office procedures. Good overall IT knowledge, with the ability to understand how portals and systems work in order to administer the data inside them. Experience of attending meetings and recording actions. Knowledge and ability to retrieve information from relevant sources through research. Some experience of financial administration, including the ability to be numerate and accurate, with excellent attention to detail and a methodical approach. Experience of mapping out and writing technical process and documentation | <ul style="list-style-type: none"> Experience of working in an IT environment. Experience of administering IT policies and procedures. Experience of working in the care sector. Knowledge of MDM tools |
| <u>Skills:</u> <ul style="list-style-type: none"> Excellent general IT skills able to use online systems to administer resources. Good level of knowledge with regards the Microsoft Office suite of products. Knowledge of Active Directory and Asset management tools. Knowledge and experience of using Microsoft Excel to a good standard, using Pivot Tables and VLOOKUP's. Good English language skills (reading, writing and oral). Ability to handle confidential and sensitive material. Ability to clearly and accurately communicate processes and procedures verbally and in writing. Excellent communication skills Strong organisation skills with a problem- | <ul style="list-style-type: none"> Excellent Visio skills |

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| solving attitude. | |
| <u>Interpersonal Skills:</u> <ul style="list-style-type: none"> • Able to work to deadlines in a time sensitive environment • Able to prioritise and manage own workload • Ability to manage a varied workload, meeting deadlines through effective time management • Able to demonstrate initiative • Attention to detail. | |
| <u>Team Skills:</u> <ul style="list-style-type: none"> • Able to form effective working relationships and communicate to both technical and non-technical colleagues through both formal and informal media, including formal reports, formal presentations, face to face and over the phone • Ability to work well within a team | |
| <u>Job Requirements:</u> <ul style="list-style-type: none"> • Full driving license and access to a vehicle to use for business travel • Occasional nights away • Willing to work reasonable additional hours as required, occasionally out of hours • Willing to attend homes / meetings / training courses as required. | |