LOVELL

LOVELL JOB PROFILE

Job Code: **BUSINESS SYSTEMS COORDINATOR**

Reporting to: HR ADVISOR

Purpose: To support the Region in all areas of business systems and local IT support outside of the remit of the Helpdesk. The key areas are providing hands-on IT support to staff and coordination of the support tasks and liaison with engineers looking after all the technical responsibilities, and maintaining essential IT administration.

Business Systems Support

> Responsibility for the coordination, implementation and training of the Company's software packages including Viewpoint, Project+, CRM, etc.

Technical Support

- Order and set up IT kit for new starters
- Providing training and navigation around the system for new users
- Periodically clearing out old scanned documents on the N-drive, old queued documents on the printers and generally monitoring our server drives
- Acting on behalf of the region, reporting general and technical problems to the IT Helpdesk and liaising with them regarding technical issues e.g. software problems, loss of IT services such as the Internet
- Setting up iPhones and Windows phones in readiness for new users
- Managing the Avaya phone system, issuing extension numbers to new users and amending the names on the handset. This is done via the Phone Manager program which is installed on the Reception PC and also on the backup PC in the Comms room (which has the licence dongle attached to it)
- Liaising with wider IT teams with the management of equipment located in the comms room/computer room e.g. servers, data switches, various communications devices, the telephone and network cable patch panels, and the backup Reception PC
- Dealing with problems and faults with the Intruder Alarm system and arranging regular servicing with KBO Security Ltd. Maintaining the relationship with the service provider.
- Being part of the Disaster Recovery team
- Compiling instructions for recovering the system after a power cut or controlled shutdown. Liaising with the IT Helpdesk, or ICS for the phone system, in case there are problems.
- Dealing with the general IT requirements of Site Offices including printers and photocopiers
- Providing assistance with setting up the equipment in the main meeting room e.g. the projector, screen, laptop, speakers, conference phone, and webcams
- Installing Kensington docking station software
- Providing training, eg using Phone Manager and using Lync for conferencing, as and when required

Administration

- Requesting New User accounts to be created. This involves completing a request form with the relevant details and sending to Morgan Sindall.
- Ordering new IT equipment such as laptops, desktop PCs, docking stations, printers, monitors keyboards, mice (corded and wireless), 4G routers, projectors, projector screens, laptop stands, monitor stands, and more recently mobile phones for new starters. This is done by the Landesk IS Portal run by Morgan Sindall.
- Managing and keeping the Inventory lists up to date (for PCs, laptops, printers, 4G routers, cameras, issue of Lync headsets) and deciding when users are due for upgrades (we are currently in the process of upgrading all Dells to HP).
- Arranging to box up and return old/redundant equipment to our suppliers (computers to Halcyon and routers to AlwaysOn)
- Reconciliation and authorising payment of invoices for items ordered through the IT portal, rental and checking usage charges for photocopiers
- Keeping a daily diary of incidents, IT problems, orders placed and deliveries of equipment received
- Dealing with software licences for Asta PowerProject, Argus Developer, Adobe Acrobat Professional
- Arranging for an IT engineer to come in when a laptop requires re-imaging
- This role also serves as a point of contact for IT at Elstree

Key skills required:

As well as a sound technical knowledge, the successful applicant will have excellent customer service, be patient, flexible and approachable. You must be able to meet the demands of supporting a busy office, multiple sites and able to multitask.

- Good working knowledge of Windows, IOS and Android
- Knowledge of Internet, Internet Explorer and Chrome
- MS Office 2013 with good working knowledge of Microsoft Word, Excel and Outlook
- Knowledge of Lync, Acrobat Reader, Avaya Phone Manager
- Familiar with setting up iPhones and Windows phones
- Command Workstation (to view status of Fiery printing system)
- Ethernet, cabling, IP Addresses, Routers, Data switches, configuring printing and scanning
- Presentation and communication skills at all levels
- Self managing/motivated
- Approachable, helpful, flexible
- Diligent, organised, methodical, able to prioritise

Note: the role involves visits to site offices and to users based on site so it is essential to be a car driver/owner.