

## Role definition and person specification

Job title:	IT Fulfilment Administrator		
Initial reporting line:	Service Delivery Manager		
Direct reports:	N/A		
Business unit:	Shared Services (Group)	Location:	Rugby

### Summary

The dimensions of the Fulfilment Administrator role are:

- Provide all IT fulfilment activities to a number of Morgan Sindall Group business divisions and joint ventures
- Provide timely and accurate customer advice and support on IT purchase requests
- Track the day to day progress of open requests
- Proactively update customers on their open queries and requests
- Manage reallocation of software licenses

### Responsibilities

- Contribute to the improved perception of IT Fulfilment across the business through excellent customer service accuracy and attention to detail
- Take an organised and efficient approach to ensure we process requests as quickly as possible
- Liaise with suppliers and manage their timely delivery of services
- Resolve day to day customer queries promptly
- Provision of IT related equipment and mobile phones as defined by existing processes and procedures
- Ensure IT Fulfilment procurement processes are adhered to by all through promotion of the process and escalation of non-compliance
- Maintain auditable records of procurement history and allocation
- Obtain and record relevant authorisation and cost location from management
- Keep all filing relating to the above up to date and well-managed
- General housekeeping, ensuring working area is a safe and clutter free area.
- Contribute towards the general governance of the team through active participation in team meetings, service improvement plans, and identification of risks and issues.
- Adherence to Morgan Sindall policies such as HR, data protection etc.

### Person specification

#### Qualifications and training

- Experience in a customer facing IT or admin role

## Technical skills and experience

- Background in an IT customer facing role, ideally; administration or service desk
- Excellent communicator with an aptitude to communicate at both a technical and business level, with a particular aptitude to explain technical solutions in business terms
- Basic skills in standard IT software and online portals, particularly MS Outlook, MS Excel and MS Word.

## Key contacts

- IT Users across the Group
- Senior fulfilment administrator
- Heads of Business IT
- Service Team Leader
- Head of IT Operations