

Role definition and person specification

Job title:	IT Fulfilment Administrator		
Initial reporting line:	IT Fulfilment & Assets 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

- A minimum of 1 years' 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
- Fulfilment Team Lead
- Heads of Business IT
- Head of IT Operations

