

# Role definition

Job title:	(Contract) <b>IT Refresh Coordinator</b> (Initial 6 month engagement)		
Initial reporting line:	Head of IT Operations		
Direct reports:	None		
Start Date	Immediate		
Business unit:	<b>IT Shared Services - Operations</b>	Location:	<b>TBC</b>

## Summary

The Contract Refresh Coordinator exists to support the smooth delivery of circa 2000 mobile devices over a 6 month period to our 8 businesses.

Responsibilities of the role:

- Placing equipment orders on our Mobile providers – EE and Vodafone
- Tracking delivery of batch orders
- Working with our divisional SDMs to support users in transitioning to a new mobile device, including our new MDM platform InTune
- Arranging collection of users' old equipment for disposal / sale by Signals IT
- Keeping abreast of stock levels with mobile providers and highlighting any supply concerns to project team
- Dealing with problem migrations and escalating to support
- Updating our Ivanti ticketing system accordingly
- Reporting on progress to project team

The role requires a highly customer focussed approach with the business and collaborative approach across the IT community

## Person specification

### Technical skills and experience

- Background in an IT customer facing role, ideally; mobile administration and support
- Experience of Mobile Device management / administration
- Excellent stakeholder manager and able to communicate at all levels
- A good understanding of Service Delivery principles and experience of delivering this through a combination of internal and external suppliers
- Proven track record in coordinating suppliers and internal teams to achieve service goals.
- 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
- Excellent organisation skills
- Excellent timekeeping
- Intermediate MS Excel skills