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| Job Title: | IT Administrator |
| **Business:** | TW Head Office |
| **Division:** | IT  |
| **Reports to:** | Support and Finance Business Systems Manager |
| **Direct Reports:** | None |
| **Location:** | Trinity Park |
| **Main Interfaces:** | Business CustomersSupport AnalystsLogica Service DeskExternal vendors and consultants (i.e. COINS) |

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| Overall Purpose |
|  Manage the recording of all IT Support desk calls and provide general IT administrative tasks to the IT Department. |

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| Key Activities |
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| * Deal with customer incidents and service requests in a prompt and professional manner in line with the defined service level agreements
* Ensure that all incidents are accurately recorded in the help desk system
* Ensure relevant IT service desk team are made aware of the current support issues via agreed communication procedures
* Escalate to line manager all high priority calls
* Ensure that the processes for master data creation, maintenance and deletion are followed
* Set up key master data
* Action requests for Training and ensure that we respond to end users in a timely manner
* Assist the maintenance an publication of training and support material to ensure it meets the demands of the business
* Provide support and assistance to all other department staff
* Answering incoming IT telephone calls
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| **Key Competencies** |

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| Personal skills |
| * An excellent telephone manner, interpersonal skills and able to work under pressure
* Strong organisational skills, including an ability to prioritise their own workload
* Strong analytic skills with an attention to detail
* A strong customer service approach
* Ability to handle difficult customers and have confidence to deal with difficult situations
* A Team Player
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| Personal Drive |
| * Sets high and demanding goals, possesses the drive and determination to see them through
* Capable of problem solving and innovation
* Persistent and tenacious when faced with changes and setbacks
* Always seeking improvements and ways to add value
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| Communication |
| * Communicates clearly and concisely
* Listens and is sensitive to the skills, views and contribution of others
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| **Qualifications and Experience** |
| * Competent PC skills ,including MS Word, Excel, Outlook and PowerPoint
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If you would like to be considered for this role please send your CV to Georgina Moore, georgina.moore@taylorwimpey.com by 17 April 2015.