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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 Customers  Support Analysts  Logica Service Desk  External 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 |

If you would like to be considered for this role please send your CV to Georgina Moore, [georgina.moore@taylorwimpey.com](mailto:georgina.moore@taylorwimpey.com) by 17 April 2015.