

## Job Profile

**Job Title:** IT User Provisioning Officer  
**Job Grade:** Level 3 Zone 1  
**Salary Range:** £33,789 – 38,465

### About Camden

Camden is building somewhere everyone can thrive by making our borough the best place to live, work, study, and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

### About our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3<sup>rd</sup> party provider.

### About the role

We live in an era of digital transformation, at a time in which technology touches everything we do. The IT User Provisioning Team sit within the IT Service Centre. They provide a critical function, where their performance and interaction with users, particularly new starters, is a significant driver of the user experience, influencing our user's perception of IT. Demand is primarily received via our IT Service portal and averages 250-300 individual requests per month.

The User Provisioning Officer is responsible for the creation, maintenance, deactivation of user objects and user attributes, granting users access to data repositories and or to systems based on their unique ID as well as monitoring access rights and privileges to ensure the security of resources and data. Activities include the setup of IT devices, including laptops and mobile phones, deployment of software, managing the lifecycle of our Camden use accounts, from setup, movers and leavers activities, ensuring IT equipment is recovered and the assets are maintained.

We're looking for someone who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the user experience. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required, or complexity encountered.

A blend of office and remote work, you can look forward to a fantastic working environment and positive work culture. You may occasionally be required to work outside of normal hours for which time in lieu will apply.

### About you

You will be a customer focused, enthusiastic individual, a strong team player, who is passionate about meeting the needs of the entire Council. You will be committed to providing a professional service delivering excellent IT support and end user experience, ensuring that all requests from users for assistance are handled promptly and effectively and within agreed service levels.

You will possess excellent communications skills, able to 'put yourself in the customers shoes', and be able to demonstrate that you take ownership and see things through. You will have a 'can do' approach to your work and a learning mind-set, attention to detail, always seeking to improve yourself, your teams, and the user experience.

### **Key Competencies & Attributes:**

- You'll be a people person who enjoys and can engage and build relationships through effective and personable communication, confident and willing to work collaboratively with other teams, and external vendors, breaking down silos to resolve issues or collaborate on innovative ways of working.
- You will possess excellent inter-personal skills, able to communicate effectively at all levels with technical and non-technical people, using different channels and approaches.
- You will be exceptionally customer service orientated with a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- You will be meticulous at record keeping and attention to detail.
- You'll have a willingness to try new things, sharing skills knowledge and experience with your team, listening, and learning from others.

### **Technical Knowledge and Experience:**

- You'll have practical experience of working as part of a team, in a busy, often pressurised, and complex environment supporting a diverse range of users including executive and VIP level.
- You will have an awareness of IT Service Management (ITSM) tools and be proficient in their use to manage incident and request fulfilment processes. Experience in JIRA Service Management would be an advantage.
- You will be able to demonstrate a clear understanding and capability to work within relevant IT related standards, processes, policies, and procedures.
- You will possess a basic level of knowledge / understanding of the following technologies with a willingness and ability to learn :
  - Microsoft Office 365, Teams, SharePoint
  - Citrix environments
  - Active Directory
  - Windows operating systems
  - Use of deployment automation tools e.g. SCCM
  - Mobile Device Management eg. Intune

### **Key Responsibilities:**

- You will ensure that all user administration tasks, and requests are professionally and consistently handled, in line with service standards and procedures ensuring agreed service levels are met or exceeded.
- You will process requests to create, modify and disable user access, ensuring standardization, compliance and enforcement of policies and daily operating procedures
- You will be expected to capture detailed information for each request, managing them within the ITSM tool, to ensure any escalations can be tracked and dealt with quickly and effectively.
- You will create and maintain documentation, ensuring it remains relevant and colleagues are aware.
- You will be responsible for managing your personal workload, ensuring that all support tickets are updated regularly, providing regular updates to end users, and ensuring ongoing communication is maintained throughout the life of the request, setting user expectations appropriately.
- You will be personally responsible for ensuring that any assets you process eg hardware or software items that have been installed, removed/ disabled, or changed by you or for you, are accurately maintained in the asset management system.
- You will be responsible for ensuring stock controls for the service are managed, maintaining levels to cover forecasted activities and provide regular reports on status of stock levels.
- You will manage the disposal of IT assets – co-ordinating with other services and 3<sup>rd</sup> party to ensure safe, legal and secure disposal, updating and maintaining asset records accordingly
- You will assist with the provision of reporting data / statistics about the performance of the service.
- You will use your excellent questioning skills to collect information, trouble shoot and guide the end user through suitable diagnostic procedures to determine the source of any problems.

### **Work Environment:**

Our IT Service Centre Teams work in a hybrid way, with this role operating a blend of both remote home working and on-site support at either our head office at 5 Pancras Square, or at other sites within the Borough, to fulfil organisational support requirements.

The service centre currently operates a shift pattern Monday to Friday between 8am and 6pm and while this element of the service is primarily required between 8.30 and 5pm, a flexible approach is required. You may also be asked to work an occasional weekend / out of hours for which time off in lieu will be applied.

### **People Management Responsibilities:**

None. We aim to offer opportunities as part of community initiatives such as apprenticeships and you will be required to contribute to the development of those resources.

### **Key relationships:**

- This post reports to the Senior User Provisioning Officer
- Internal at all levels, particularly other service centre staff, the wider IT service colleagues, Members, and senior leadership support leads.
- External particularly with any 3rd party contractors and/or partnership colleagues accessing Camden's resources

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,