

IT User Provisioning Officer

Salary Range: £36,141 - £40,817

Grade: L3Z1

Location: 5 Pancras Square, N1C 4AG

Reports to: Senior IT User Provisioning Officer



About the role

We live in an era of digital transformation, where technology is at the heart of everything we do. The IT User Provisioning Team, a vital part of IT Service Delivery, is critical in shaping the user experience across Camden. Their performance and interactions with users, particularly new starters, significantly influence how IT services are perceived within the organisation. The team's impact is substantial with an average of 250-300 individual requests per month, primarily received through our IT Service portal.

As an IT User Provisioning Officer, you'll manage the entire lifecycle of user accounts, laptops, and other IT devices, from creation and maintenance to deactivation. This includes setting up IT devices such as laptops and mobile phones, deploying software, and managing access rights to ensure the security of our resources and data. You'll ensure that IT equipment is issued to new starters, recovered from leavers, and accurately recorded in our asset registers throughout the process. Additionally, you will partner with the IT Hub to manage the disposal process for devices, ensuring that all equipment is responsibly and securely handled. You will also maintain and regularly review all documentation using JIRA Confluence to ensure accuracy and relevance.

As an IT User Provisioning Officer, you'll be hands-on, providing crucial face-to-face support in the IT Hub. Your expertise will be particularly vital for new starters, those returning from long-term leave, and colleagues moving roles internally. You'll play a key role in mobile phone surgeries, troubleshooting and setting up mobile devices to ensure users have the necessary tools to stay connected.

We're seeking a candidate who thrives on collaboration, working closely with IT colleagues and other services to understand their needs. This understanding will be the foundation for shaping an inclusive and user-centric service, with a constant focus on enhancing the user experience. While self-service portals and AI chatbots are part of our toolkit, we believe there's always a place for the human touch, especially when empathy and complex problem-solving are needed.

The things you'll achieve

You will ensure that all user administration tasks and requests are handled professionally and consistently, in line with our service standards and procedures, and that agreed service levels are met or exceeded. This includes processing requests to create, modify, and disable user access, ensuring standardisation compliance, and enforcing policies and operating procedures.

You will capture and manage detailed information for each request within the IT Service Management (ITSM) tool, ensuring that escalations are tracked and resolved quickly and effectively. In addition, you will be responsible for creating and maintaining up-to-date documentation, ensuring it remains relevant and accessible to colleagues.

Managing your personal workload effectively, you will ensure all support tickets are regularly updated, providing clear and timely communication to end users throughout the lifecycle of their request and setting expectations appropriately.

You will take accountability for managing and maintaining accurate asset records, ensuring any hardware or software items that are installed, removed, disabled, or changed are reflected correctly in the asset management system. This includes managing stock controls, forecasting activities, and providing regular status reports on stock levels to ensure service continuity.

You will also oversee IT assets' safe, legal, and secure disposal, coordinating with other services and third parties while maintaining up-to-date asset records.

In addition to your technical responsibilities, you will assist with providing performance data and statistics about the service. Using your excellent troubleshooting skills, you will guide end users through diagnostic procedures to identify and resolve issues, ensuring high support and service delivery.

About you

You are a customer-focused, enthusiastic individual with a passion for meeting the needs of the Council. As a strong team player, you provide a professional service that delivers excellent IT support and enhances the end-user experience. You ensure all user requests are handled promptly, effectively, and within agreed service levels.

Your exceptional communication skills allow you to empathise with users, enabling you to take ownership of tasks and see them through to completion. With a 'can-do' attitude and a commitment to continuous learning, you always look for ways to improve yourself, your team, and the overall user experience.

Key Competencies & Attributes:

- **People Skills:** You enjoy engaging with others and building relationships through effective and personable communication. You are confident in working collaboratively with teams and external vendors, breaking down silos to resolve issues and foster innovative ways of working.
- **Interpersonal Skills:** You communicate effectively at all levels, whether with technical or non-technical individuals and adapt your approach across different channels and situations.
- **Customer Service Orientation:** You are exceptionally customer service-oriented, always seeking to improve the end-user experience, focusing on automating processes where possible.
- **Attention to Detail:** You are meticulous in your record-keeping and pay close attention to detail, ensuring accuracy and consistency.
- **Willingness to Learn:** You are open to trying new things sharing your skills and knowledge with your team while actively listening and learning from others.

Technical Knowledge and Experience:

- **Team Experience:** You have practical experience working in a busy, often pressurised environment, supporting various users, including executives, councillors and VIPs.
- **IT Service Management (ITSM):** You are aware of ITSM tools and are proficient in their use for managing incidents and request fulfilment processes. Experience with JIRA Service Management is an advantage.
- **Understanding of IT Standards:** You have a clear understanding of and capability to work within relevant IT standards, processes, policies, and procedures.
- **Technical Skills:** You possess a basic understanding of key technologies, including Microsoft Office 365, Teams, SharePoint, Citrix environments, Active Directory, Windows operating systems, SCCM, and Mobile Device Management tools like Intune, with a strong willingness and ability to learn more.

Other important

People management

This role does not involve direct line management responsibilities. However, you will be required to contribute to supporting apprentices in the team.

Work environment

Your primary location will be 5 Pancras Square in Kings Cross, with an expectation to be in the office at least four days a week. Besides regular office hours, you may occasionally need to provide out-of-hours support. This could include assisting with project delivery outside standard working hours, depending on the specific needs of projects or events across the council. Additional hours will be paid, or time off will be applied in lieu.

Who you will be working with

You'll be part of the Technology Service team, reporting to the IT Support Delivery Lead and collaborating closely with other IT support teams, senior leadership, and external suppliers like Xerox. You'll also interact with internal stakeholders at all levels, ensuring their IT needs are met efficiently.

Who we are

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

