

Associate IT User Provisioning Officer

Salary Range: £34,580 – £36,917

Grade: L2,Z2

Location: 5 Pancras Square, N1C 4AG

Reports to: Associate IT User Provisioning Officer



About the role

We live in a time of digital transformation, where technology plays a central role in everything we do. The IT User Provisioning Team, an essential part of IT Service Delivery, contributes significantly to shaping the user experience across Camden. Their interactions with users, particularly new starters, have a strong influence on how IT services are perceived throughout the organisation. With an average of 250-300 individual requests per month, primarily managed through our IT Service portal, the team's impact is clear.

As an Associate IT User Provisioning Officer, you will assist in managing the lifecycle of user accounts and IT devices, including laptops and mobile phones. Your responsibilities will include supporting the setup, maintenance, and deactivation of accounts and devices, while ensuring security protocols are followed for access rights and resource protection. You will help issue equipment to new starters, recover IT assets from leavers, and maintain accurate asset records throughout the process. Additionally, you will support the IT team in managing the disposal of IT devices, ensuring they are handled responsibly and securely.

A key part of your role will involve reading, maintaining, and regularly reviewing documentation to ensure you can perform your duties effectively. You will use JIRA Confluence to update and ensure documentation is accurate and relevant. When making updates, you will work closely with the Senior IT User Provisioning Officer to ensure all changes adhere to best practices. Additionally, you will be responsible for communicating these updates promptly and clearly to the team to keep everyone informed.

In this role, you will also provide face-to-face support at our IT Hub, assisting with the setup of mobile devices and troubleshooting any issues. You will play a supporting role in mobile phone surgeries, ensuring users are well-equipped to stay connected, especially new starters and colleagues returning from long-term leave or moving within the organisation.

We are looking for a collaborative team player who works well with IT colleagues and other services to understand their needs. Your work will help shape a user-focused service, always looking for ways to enhance the user experience. While automation tools and AI chatbots are part of the service, the human touch remains essential—particularly where empathy and complex challenges arise.

The things you'll achieve

In this role, you will assist in ensuring that all user administration tasks and requests are handled professionally and consistently, following our service standards and procedures. This includes helping with the processing of requests to create, modify, and disable user access, ensuring compliance with established policies, standardisation, and operating procedures. You will support the capturing and management of detailed information for each request within the IT Service Management (ITSM) tool, ensuring any escalations are tracked and reported effectively. Additionally, you will assist in following up on the return of IT equipment from leavers, escalating issues when necessary, and ensuring all items are asset-tracked accurately.

A key part of your role will be assisting with creating and maintaining up-to-date documentation, ensuring it remains relevant and accessible to colleagues. While managing your personal workload, you will ensure support tickets are regularly updated and communicate effectively with end users throughout the lifecycle of their requests. You will also contribute to stock control management of IT assets, helping to maintain accurate asset records and supporting stock level monitoring to ensure service continuity. Assisting with the safe, legal, and secure disposal of IT assets, under the supervision of senior team members, will also form part of your duties.

You will support the mobile phone surgery, where new mobile devices are issued, and assist in resolving any technical issues that may arise. Working alongside the Service Desk team, you will help troubleshoot and resolve these issues, ensuring users have the tools they need to carry out their responsibilities effectively.

As part of your role, you will use your problem-solving abilities to guide end users through basic procedures to resolve technical issues, always aiming to deliver a high level of service. You will also support the gathering of performance data and service statistics to help track the effectiveness of the service. Additionally, you will be responsible for maintaining accurate records of any hardware or software items you process, ensuring that all changes are correctly logged in the asset management system.

About you

You are a customer-focused, enthusiastic individual with a passion for supporting the needs of the Council. As a strong team player, you deliver professional service that ensures excellent IT support and enhances the end-user experience. You ensure all user requests are handled promptly, effectively, and in line with agreed service levels, helping maintain the smooth operation of IT services.

Your communication skills allow you to empathise with users, helping you take ownership of tasks and see them through to completion. With a 'can-do' attitude and a commitment to learning, you are always looking for opportunities to improve your own skills, contribute to your team, and enhance the overall user experience.

Key Competencies & Attributes:

- **People Skills:** You enjoy engaging with others and building relationships through effective, personable communication. You are confident in working collaboratively with teams and external vendors, contributing to solutions and fostering new ways of working.
- **Interpersonal Skills:** You are able to communicate effectively with both technical and non-technical colleagues, adjusting your approach to fit different situations and channels.
- **Customer Service Orientation:** You are exceptionally customer service-oriented, always aiming to improve the end-user experience. You are keen to support process improvements, particularly around automation where feasible.
- **Attention to Detail:** You are meticulous in your record-keeping, ensuring that all information is accurate and up to date.
- **Willingness to Learn:** You have a desire to learn new skills and share your knowledge with others while actively seeking to learn from your colleagues.

Technical Knowledge and Experience:

- **Team Experience:** You have experience working as part of a team in a busy, often pressurised environment, supporting a diverse range of users, including executives, councillors, and VIPs.
- **IT Service Management (ITSM):** You have a working knowledge of ITSM tools and are comfortable using them to manage incidents and fulfil requests. Familiarity with JIRA Service Management would be an advantage.
- **Understanding of IT Standards:** You understand and can work within IT standards, processes, policies, and procedures relevant to your role.
- **Technical Skills:** You have a basic understanding of key technologies such as Microsoft Office 365, Teams, SharePoint, Citrix environments, Active Directory, Windows operating systems, SCCM, and Mobile Device Management tools like Intune, with a strong willingness to expand your knowledge.

Other important stuff...

People management

This role does not involve direct line management responsibilities. However, as part of Camden's commitment to community initiatives, such as apprenticeships, you will be expected to contribute to the development of those resources by offering support, guidance, and mentorship when needed.

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 Senior IT User Provisioning Officer and collaborating closely with other IT support teams, senior leadership, and external suppliers. 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

