IT Support Administrator

Salary Range: £36,155 - £38,492
Location: 5 Pancras Square
Contract: Fixed Term
Reports to: Senior User Provisioning officer

For the Rebellious
www.camdenjobs.co.uk

About the role

The IT Support Administrator role is based within our busy IT User Provisioning Team. The primary responsibility of this role is to ensure the efficient and timely retrieval of IT equipment from departing employees. This includes developing and implementing processes to track and manage the return of laptops, mobile devices, and other IT assets, including arranging appropriate budgetary charges where required. Additionally, you will be involved in other tasks within the team, contributing to the administrative support of various projects and initiatives as needed, and day to day asset management, particularly supporting our next laptop refresh in Camden.

The ideal candidate will have proven effective organizational skills, attention to detail, and the ability to communicate effectively with both internal teams and external partners. By maintaining accurate records and following up gaps diligently, the postholder will play a crucial role in safeguarding Camden's resources and ensuring a smooth offboarding process.

The things you'll achieve

- ➢ An increase in the volumes of IT equipment returned by developing and implementing processes to maximise recovery of leavers IT equipment.
- ➢ Creation and maintenance of documentation to support these processes including team awareness.
- ➢ Maintain highly accurate records particularly of asset tracking, follow-up, recharging of budget, ensuring any discrepancies are quickly identified and resolved.

- ➢ Coordinate repairs and maintenance schedules for damaged or outdated equipment.

- ➢ Provision of reporting data / statistics relating to tracking of leavers IT equipment and any other data needed as part of supporting projects.

- ➢ Ensuring the stockroom is well-organized, clean, and secure.

- ➢ Ensuring that all user administration tasks are professionally and consistently handled, in line with service standards and procedures ensuring agreed service levels are met or exceeded.

- ➢ Provision of administrative support for projects in service delivery particularly assisting with support and co-ordination tasks for the next laptop refresh programme.

About you

Experience

- Proven effective organisational skills
- Proficient with data administration and IT hardware management systems.
- Basic understanding of IT hardware and asset management practices.
- Proficient in Microsoft Excel for data analysis, and reporting.

You have

- Meticulous attention to detail and commitment to data accuracy.
- Excellent communication skills and a strong user centric focus.
- Ability to work collaboratively within a team and independently on your own initiative.
- Proven Problem-solving skills
- A positive can-do attitude ensuring we provide an excellent user experience

Other important stuff…

People management

This role does not involve direct line management.

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.

Who you will be working with

You'll be joining a wonderful team of IT professionals reporting to Philip Omo, IT User Provisioning Team Lead. You'll also work closely with colleagues in Digital and data services and occasionally staff from across the organisation.

The application process

Anonymised Application – in keeping with Camden's commitment to inclusion the recruitment to this role is anonymised and supports the objective of reducing the impact of unconscious bias.

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 adjusting 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

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