**Job Profile: Identity and Access Management Officer**

**This supplementary information for Identity and Access Management Officer for is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family: ICT Shared Service Job Level 2, Zone 2, Camden Way Category 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To provide support to our service users, existing employees and new starters. To support IT service centre, projects and delivery IT kit refresh. Resolve issues where possible at first point of contact.

**Example outcomes or objectives that this role will deliver:**

* Responsible for processing new starters, Leavers and Movers in Shared Digital
* 1st and 2nd line IT support for all new starters - troubleshooting of IT related problems from in-house software to hardware, such as Smartphones, Laptops, Desktops, Multifunction Devices and Printers
* Act as a single point of contact from phone calls, emails, in person and cooperate social platforms for all new starters, movers and leavers
* Responsible for migrating new and existing users to Office 365, providing support and managing licensing
* Responsible for Telephony system and Assignment of telephone numbers and Skype accounts
* Supporting Cooperate Induction and responsible for IT kit allocation
* Providing cover for IT Hub and the Mobile IT Hub when required.
* Assisting with various IT projects and Rollouts
* IT kit configuration – (laptop prep, install apps, load user profile, apply updates and carryout required testing)
* Mobile Devices support - mobile device configuration, app installation, user profile setup
* Responsible for maintaining MS Intune portal
* Database, Stock and asset Management
* Maintain a high degree of customer service for all support queries and adhere to all service management principles
* To produce and update documentation.

**People Management Responsibilities:**

None

**Relationships**

Liaising with service users, contractors, suppliers, other departments and agencies as required, both internal and external at all levels

**Work Environment:**

Main office location will be 5PS N1C 4AG. However will be visiting different locations within Camden,

**Technical Knowledge and Experience:**

* Knowledge of ITIL practices desirable
* Experience of excellent customer service
* Knowledge of Microsoft products - Windows operating systems
* Knowledge of MS Office applications
* Ability to manage customer expectations and ensure effective communications with colleagues and customers
* Is familiar with the security standards and all relevant legislation that affects security within the defined scope of authority
* Basic User & Security Group Active Directory administration (desirable)

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* •Deliver for the people of Camden
* •Work as one team
* •Take pride in getting it right
* •Find better ways
* •Take personal responsibility
* For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/>

**Structure Chart**

User Access Team

ICT Service Centre

Core Infrastructure and End User

Shared Digital

Camden || Haringey || Islington