



Job Description:

Job Title: IT Administrator	Department: IT
Purpose of Job: To act as a point of contact for internal and external customers and provide support and assistance in response to incidents, requests and problems and to provide general support in respect of the operation of the IT Department / Systems.	
Key Areas of Responsibility: - <ol style="list-style-type: none">1. To receive and log support requests, prioritise accordingly and either resolve or assign to relevant person (if applicable);2. To ensure customers remain informed of progress in relation to their service call via timely feedback;3. To use technical intuition to identify recurring incidents / trends and implement proactive corrective measures or escalate if necessary;4. To monitor software installations and licensing using Visual Audit Pro;5. To create IT procedures and ensure that they are maintained up to date;6. To provide constant feedback to other Team Members in relation to status of current logs;7. To purchase, set up and install new / replacement PCs in line with appropriate procedures and to purchase IT consumables, software and hardware in line with requirements;8. To manage IT Hardware e.g. printers, PCs etc. using suitable administration tools;9. To manage the network and ensure the patch matrix is kept up to date;10. To log calls with third party maintenance providers and supervise subsequent visits and ensure that any service issues are concluded / escalated;11. To keep up to date with software, hardware and product developments and make recommendations accordingly;12. To maintain Systems, including the Active Directory (Users, Passwords, Policies, Remote Access for Offsite Users), and folder access;13. To use packaged deployment for distributing software and software upgrades;14. To proactively check servers and services to ensure efficient operation and undertake daily system checks and tasks and provide details of any unexpected issues;	



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| <p>15. To undertake daily backups and restores in line with defined procedures;</p> <p>16. To monitor and act on Global messages and communications and communicate appropriate information to the user base;</p> <p>17. To write / modify reports using Crystal / Access and SQL reporting;</p> <p>18. To maintain data within the Company's Product Configurator (Eden Origin) e.g. pricing, discounts, products, option etc.;</p> <p>19. To process requests for pricing on special products (SPRs) and non standard upholstery (SUC);</p> <p>20. To proactively suggest improvements to enhance performance and level of service provided to Customers (internal and external)</p> |
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Number of Reports

None

Key Interfaces:

Internal IT Users Remote IT Users

Third Party Suppliers

Position Reports To:

IT Team Leader

This Job Description is not an exhaustive list of duties. The jobholder will be expected to carry out any reasonable instructions that the Manager may request. The details listed above are subject to change in line with the needs and growth of the business.



Characteristics:	Essential	Desirable:
Personal Circumstances / Characteristics	<p>Self assured and capable of maintaining the respect of peers and clients;</p> <p>Service orientated and customer focussed;</p> <p>Extremely well organised and able to prioritise / manage own workload</p> <p>Highly motivated</p>	Ability to be flexible in terms of working hours (as some travel between our offices will be involved)
Work Experience:	<p>Good understanding of IT within a manufacturing environment (ERP);</p> <p>Understanding of the nature of a customer focussed department;</p>	
Knowledge/Qualifications/Skills	<p>Advanced understanding of Windows 2000/2003 server and administration tools;</p> <p>Advanced understanding of Windows XP operating system including standard programs e.g. IE7, Win Explorer;</p> <p>MS Office 2003 (Word, Excel, PowerPoint, Outlook, Project etc.);</p> <p>Good understanding of LAN technology;</p> <p>Good knowledge of MS ISA Server;</p> <p>Good report writing skills;</p> <p>Good knowledge of back-up software (Symantec Backup Exec);</p> <p>Good knowledge of MRP, Finance and HR Packages;</p>	<p>Knowledge of Crystal Reports and SQL reporting</p> <p>MS Dynamics AS advantageous</p>



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PERSON SPECIFICATION

	<p>Good knowledge of WAN and remote access;</p> <p>Ability to build and maintain PC's, servers and peripheral hardware;</p> <p>Appreciation of telecom technologies</p>	
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