

JOB DESCRIPTION

Job title:	IT & Facilities Officer
Grade:	3 (0.6FTE)
Reporting to:	Operations and Communications Team Manager
Staff managed:	None
Finance managed:	Costs of all IT and other out-sourced infrastructure contracts; premises, office supplies.

Job Purpose

To manage out-sourced infrastructure contracts (mainly IT, telecommunications and premises related), providing an in-house helpdesk facility helping the organisation to function efficiently and ensuring business continuity

Key Tasks and Responsibilities:

1. Negotiate and manage contracts with landlords and providers of office services facilities to ensure that the organisation has the premises and service facilities it needs, and to resolve day-to-day operational management issues.
2. Negotiate and manage contracts with IT service providers; recommend and co-ordinate the purchase, installation and configuration of IT hardware, software and consumables, ensuring business continuity and efficient system usage.
3. Oversee IT and information management processes such as archiving, backing-up, file structure maintenance, software licensing, setting up email accounts, passwords, and prevention of misuse of technology, so that London TravelWatch's IT and reputational risks are mitigated, business continuity is preserved and its brand image protected.
4. Provide a first-line in-house helpdesk to resolve staff's day to day IT problems, and liaise with the out-sourced IT support service to access additional support. Maintain accurate records of all service calls and visits and ensure these are reviewed regularly and outstanding action is followed up. Liaise with CSAs to ensure that this facility is available during all normal office hours.
5. Identify staff training needs for IT, telephony and customer service, and take steps to ensure that these needs are met in a cost-effective way.
6. Contribute to the organisation of events, and dealing with press enquiries, providing back-up to the Committee & Public Liaison Officer when needed.
7. With the Committee & Public Liaison Officer, check regularly that the organisation's management of information and data complies with the Data Protection Act, and that it responds appropriately and proportionately to Freedom of Information requests, to provide practical support to the Operations and Communications Manager in their Data Protection Officer role.
8. Assist with or manage corporate projects as required

Job Objectives

To be agreed annually, clarifying the emphasis to be placed on specific areas of job responsibility.

Skills and Competencies

Knowledge	<ul style="list-style-type: none">• Understanding the principles and best practices of customer service• Understanding website design principles and operational practice• Knowledge of applications and specialist software• Understanding of the changing technological environment and the potential for innovation• Enough knowledge of IT hardware and software and the commercial environment to make informed buying decisions and to be able to offer a helpdesk service• Project management and financial budgeting skills
Analytical and lateral/ creative thinking skills	<ul style="list-style-type: none">• Ability to offer fresh insights when problem solving• Systematic and logical approach• Ability to diagnose IT problems under pressure• Ability to analyse costs and benefits of tender proposals from suppliers
Communication skills	<ul style="list-style-type: none">• Ability to set out issues in clear, simple language so that others can understand what is communicated
Influence	<ul style="list-style-type: none">• Skill in negotiating with partners• Ability to encourage fresh thinking amongst admin support colleagues
Relationship building	<ul style="list-style-type: none">• Maintaining effective working relationships with colleagues in London TravelWatch, contractors and partner organisations
Initiative	<ul style="list-style-type: none">• Ability to fix problems and make accountable decisions unsupported• Working to deadlines without the need for continuous supervision
Team work	<ul style="list-style-type: none">• Willingness to collaborate with colleagues in different parts of the organisation and in partner organisations• Giving support to colleagues when they need it• Sharing ideas with each other