

Role Profile			
<b>Job Title</b>	Service Administrator		
<b>Section</b>	Infrastructure	<b>Department</b>	Infrastructure
<b>Reports to (Job Title)</b>	Head of Infrastructure		
<b>Location</b>	Building 2, Derriford Business Park		

<b>Job Purpose</b>	<p>The Service Administrator is responsible for the improvement of cost controls within the infrastructure services which DELT offers.</p> <p>The Service Administrator will be responsible for supporting a myriad of operational tasks which help to deliver both savings for the organisation but also improved ways of working to manage spend going forwards.</p>
<b>Key Competencies and Output</b>	<p>Provides effort estimates for work to managers where required when work is assigned.</p> <p>Collates and generates reports from IT systems, Excel, ServiceNow or PowerBI to support the rationalisation of circuits, software licences and other contractual spend.</p> <p>Collates and generates reports from ServiceNow, PowerBI and Microsoft Project to support performance and productivity management across the infrastructure department.</p> <p>Completes regular tasks to support the administration of timesheets within Infrastructure using Microsoft Project.</p> <p>Assists in the co-ordination of activities with other teams in Delt and our customers by scheduling using a mixture of outlook and Microsoft Project.</p> <p>Manages small projects under little supervision using Microsoft Project.</p> <p>Works closely with the finance and procurement teams to ensure that Delt's network and telephony contract spend is well understood, and clearly documented in the organisations Asset Management Database.</p> <p>Completes Audits on telephone numbers, extensions and network lines that are in use, to ensure that the organisation is only paying for those that are needed.</p> <p>Completes Audits on assigned Microsoft licencing to ensure that the organisation is appropriately licenced for Microsoft products and providing forecasts of licencing requirements moving forwards.</p> <p>Completes Audits on assigned Meraki licencing to ensure that the organisation is appropriately licenced for iMeraki products and providing forecasts of licencing requirements moving forwards. Takes a leading role in the implementation of a new enterprise agreement for this licencing.</p> <p>Completes Audits on digital certificates and domain registrations to ensure that the organisation is only paying for those that are needed, and that these are renewed when required.</p> <p>Has a pro-active approach to skills development, learning from more senior staff and relevant documentation available from DELT, suppliers and the internet to develop relevant knowledge.</p>

	<p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed.</p>
<p><b>Experience, Knowledge, Skills and Qualifications</b></p>	<p>Strong proficiency in Microsoft Office and previous experience within an administrative role.</p> <p>Ability to deliver excellent customer service.</p> <p>Experience working collaboratively in a team.</p> <p>A proactive approach to learning new skills and technology in an enterprise environment.</p> <p>Willingness to learn Microsoft Project and ServiceNow within six months.</p> <p>Full UK Driving License will be required.</p>
<p><b>Corporate Standards</b></p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>