CLOSING DATE 22.01.16

JOB SPECIFICATION

Job Role: I.T. Administration Support

Reporting To – Operations Director, The Parkside Group Limited

Role Description:

Responsible for the Administrative support of all I.T. Telecoms and business systems within the group.
Research and development of new technology.
Organising Staff I.T. / CRM training
Maintenance of Company Hardware / Software inventory database
Administration of 1st level hardware and software support to all departments.
Manage support calls placed with our support companies
Sourcing / Ordering I.T. equipment, peripherals & consumables. Ensuring timely delivery of items ordered.
Organisation of the Sage CRM 'Super Users group' to include the timely production of meeting minutes.
Working knowledge of the following programs.

Microsoft Office

Knowledge of the programs whilst not essential, would be an advantage

- Microsoft Desktop/Laptop Operating Systems
- Microsoft Windows Server Operating Systems
- Microsoft SQL
- VMWare
- McAfee

Scope:

General Administrative support of all Parkside Group I.T., Telecoms and business systems.
Support of all reporting functions within The Parkside Group.
Assisting with the day-to-day running of the I.T. Department and I.T. related systems.
Ensure all the responsibilities are met within the Job specification
Provide support and assistance to the IT / Operations Director

Key Performance Indicators:

To achieve excellent levels of service and support to all departments
Optimum performance of I.T. and business systems.
To achieve maximum up-time service possible on all systems.
To ensure all support calls resolved quickly and efficientlyTo ensure compliance of Parkside Group I.T. and business systems to legal, fiscal, employment and environmental obligations.