

IT Administrator

Team: IT & Data

Responsible to: IT Operations and Security Lead

Location: Hybrid - Central London and home working, with an expectation to be in London at least twice per month

Salary: £25,383.16 per annum

Contract: 12-month fixed-term contract

Overall purpose of the role

The IT Administrator will support the IT & Data team to deliver first line support to internal users, assisting with the resolution of incidents, problems, and operational issues, while developing practical skills in Microsoft 365, SharePoint, Dynamics 365, Cyber Security, and IT Operations.

Working within the IT and Data team, the IT Administrator will help maintain secure, reliable, and efficient systems, support users with technology issues, and assist with continuous improvement activities that enhance the digital experience for staff and learners.

Key responsibilities

IT support

1. Providing first-line support to MHFA England colleagues
2. Logging, categorising, and supporting with prioritisation of incidents and service requests
3. Completing Zendesk administration and ensuring the tool is being used optimally

4. Troubleshooting common hardware, software, and Microsoft 365 issues
5. Assisting users with Teams, Outlook, SharePoint, and OneDrive queries
6. Supporting with management of the Change Request processes
7. Ensuring process and governance compliance, documenting ITSM processes, and maintaining process libraries
8. Supporting management of environments and ensuring supplier process adherence
9. Supporting monitoring activities and ensuring services are live and available
10. Supporting reporting and metrics gathering to communicate performance insights
11. Assisting with the set-up of environments and ongoing configuration management
12. Supporting process production and monitoring/escalating supplier SLA performance
13. Updating and maintaining knowledge base materials and content
14. Maintaining accurate records in Zendesk, ADO, and supplier portals/ticketing systems
15. Supporting with data quality and maintenance tasks
16. Maintaining the accuracy, completeness, consistency, and integrity of organisational data

Administration

Microsoft 365

17. Assisting with user account creation and management
18. Supporting password resets and access requests
19. Maintaining Microsoft 365 groups and Teams
20. Monitoring licence allocation and usage
21. Supporting device enrolment and configuration

SharePoint and Teams

- 22. Assisting with SharePoint site housekeeping
- 23. Identifying inactive Teams and archived content
- 24. Reviewing permissions and user access
- 25. Supporting document management improvements
- 26. Assisting with intranet content updates

Management

Asset management

- 27. Maintaining the IT asset register
- 28. Tracking laptops
- 29. Coordinating equipment returns for leavers
- 30. Supporting stock management and ordering

Documentation and knowledge management

- 31. Creating and updating user guides
- 32. Improving IT knowledge base articles
- 33. Documenting common issues and resolutions
- 34. Assisting with onboarding materials and training content

Cyber security and compliance

- 35. Supporting cyber security awareness activities
- 36. Assisting with security monitoring activities
- 37. Conducting basic compliance and access reviews
- 38. Promoting good information security practices

Business systems support

- 39. Performing simple data quality checks
- 40. Supporting testing of system enhancements
- 41. Assisting with reporting and data validation tasks

Digital improvement projects

- 42. Supporting system implementation projects
- 43. Assisting with user acceptance testing (UAT)
- 44. Participating in process improvement initiatives
- 45. Evaluating new technologies and tools

Collaboration and connectivity

- 46. Providing first-line support to users through recognised support channels
- 47. Assisting with diagnosis and analysis of incidents through user engagement and information gathering
- 48. Escalating more complex incidents and problems to appropriate teams
- 49. Working with the team to ensure tickets are effectively managed and communicating status updates to users and stakeholders
- 50. Providing ad hoc FAQs and user guidance

Person specification

	Essential	Desirable
Experience / qualifications	N/A	Previous customer service experience (part-time work, volunteering, or work experience)
Knowledge	- Basic knowledge of Microsoft Office applications - Strong interest in IT, technology, and customer service	Basic understanding of: - Windows operating systems - Microsoft 365 - Computer hardware and peripherals - Networking fundamentals - Service desk or ticketing systems
Skills/ abilities	- Good communication skills, both written and verbal - Ability to learn new technologies and processes quickly - Strong problem-solving and analytical skills - Good organisational skills and attention to detail - Ability to work effectively as part of a team	- Ability to manage multi-stakeholder relationships/projects. - Data Management and reporting.
Competencies	- Positive attitude and willingness to learn - Enthusiastic and motivated learner - Customer-focused approach - Professional and reliable - Able to remain calm under pressure - Flexible and adaptable - Takes ownership of tasks and responsibilities - Demonstrates initiative and a proactive approach to learning	

	Essential	Desirable
Core beliefs	At MHFA England we would like for all applicants and staff members to hold shared fundamental beliefs such as: • Equal opportunities for all • Working collaboratively instead of siloed • Ability to learn and grow – taking on new ideas • Compassion and empathy	



MHFA England

Living our values	Making good decisions to deliver strong results	Effective engagement and communication	Building healthy relationships and a sense of belonging	Learning from our mistakes and successes
➤ Inspires others through passion for their work and role models culture values behaviours ➤ Is authentic, brings whole self to work and encourages others to do the same ➤ Actively champions and advocates mental health and wellbeing, diversity and inclusion	➤ Plans and organises own time and resources to meet deadlines ➤ Effectively adjusts priorities as circumstances change ➤ Makes effective judgements and escalates decisions when needed	➤ Is approachable, clear and professional ➤ Proactively shares knowledge and information	➤ Actively offers support to colleagues and asks for help when needed ➤ Effectively manages the expectations of others ➤ Builds relationships with team members and peers across the organisation	➤ Proactively seeks to learn and enhance own development ➤ Effectively gives and receives feedback, building awareness of own strengths and development areas ➤ Embraces change and demonstrates flexibility in adapting to it