JOB DESCRIPTION

Job Title	IT Infrastructure Administrator
Department	IT
Reporting to	Head of IT Infrastructure
Line Manages	N/A
DBS check requirement	Basic DBS
Location	Avonmore Road, London W14 8RR (with hybrid working)

JOB PURPOSE

The postholder will support the work of the IT Infrastructure team. To be the first point of contact for all employees, delivering a proactive service to diagnose faults, answer requests, provide training and guides and timely solutions. To ensure proficient and up to date management of the asset registers and IT helpdesk system. The IT Infrastructure Administrator will support the delivery of technological solutions and services consistent with our organisation plans and strategies, best practice and agreed functional specifications and professional standards.

KEY RESPONSIBILITIES

- Be the first point-of-contact for technical issues and requests, providing general IT support to all staff by phone, email, and face-to-face support across our offices, home workforce, and remote working.
- Ensure all IT support calls are logged onto the helpdesk system, kept updated, and escalated where necessary.
- Use initiative and experience to provide issue resolution across technical services including end-user devices, telephony, hardware, applications, access management, and remote access within agreed service levels, escalating where necessary.
- Provide written guidance and documentation to improve workforce knowledge and information security.
- Produce instructions and service documentation, ensuring it is updated, maintained and distributed accordingly where required.
- Process accounts and equipment requests for starters, leavers and user changes. Ensure new starter inductions are carried out in a timely manner and provide training where required for new and existing staff on various systems and IT processes.
- Assist with the day-to-day administrative tasks of the IT department including providing monthly IT helpdesk and telephony statistics, maintaining the asset databases and checking update reports.
- Assist the Senior IT Infrastructure Officers in managing and monitoring core IT infrastructure and services as instructed.
- Work with the IT infrastructure Team to liaise with internal departments, third parties and supporting organisations in project, research, procurement, and IT support matters.
- Work with the team to achieve team objectives and improve the services offered to

contribute to the delivery the departments yearly work plans.

- Provide occasional support outside core business hours, such as evenings / weekends / bank holidays as required.
- Observe and comply with all Independent Age Policies, including the key policies and procedures on Confidentiality, Data Protection, Health and Safety, Safeguarding and Information Technology Policies and Procedures.
- Some requirements to travel which may involve overnight stays.

General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our **values** are:

- Purpose-driven - the experience, needs and views of older people are central to everything we do
- Compassionate - we listen, care and take action
- Expert - our work is evidence-based and solution-focused
- Collaborative - we work in partnership to maximise our impact
- Accountable - we work with integrity and transparency
- Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and all other forms of inequality and discrimination throughout all our work.
- celebrate and champion diversity within and outside our charity.
- create a culture where everyone knows that they belong.
- ensure our leaders act as role models and champions.
- promote equity of opportunity for our staff, volunteers and the people who use our services.
- ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals.
- collect data on diversity and inclusion to enable us to inform our work and review our progress and impact.
- be accountable and transparent about our progress.
- use our influence to proactively champion EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others

PERSON SPECIFICATION

- Relevant technical qualifications and/or experience in a related discipline.
- Experience working in a busy and dynamic office environment.
- Knowledge and understanding of IT service operations including incident management, request fulfilment, access management, and problem management. Experience applying this in a working environment is advantageous.
- A basic understanding of Active Directory management, file structures, and security.
- Experience of supporting Windows, Office 365, and end-user devices.
- Experience of supporting desktop operating systems and devices including Windows 10 and Mac OS X.
- Experience supporting users remotely.
- Strong administrative skills with good attention to detail.
- Ability to communicate and articulate clearly, written and verbally.
- Demonstrable customer service skills.
- Key qualities that exemplify the culture of the organisation through our core values, including:
  - A demonstrable passion for, and affinity with, our cause, with the ability to link our charitable purpose to the technical support we provide.
  - A compassionate wish to see your colleagues succeed displayed through excellent customer service and a proactive method in resolving issues.
  - A desire to raise service quality by becoming an expert in your field and developing an understanding of the charity to address knowledge gaps in support.
  - The ability to work collaboratively with others to support in the delivery of our vision and mission.
  - An ability to take accountability for your actions, making sure you deliver on your responsibilities in an open and transparent manner.
  - An ability to treat everyone fairly with dignity and respect to ensure everyone can contribute fully to the charity's success.