# Junior ITSM (Hornbill) Administrator

ageUK

Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

Using a blend of technical awareness, strong communication skills, and the ability to work collaboratively in a team environment, you'll bridge the gap between technical aspects and customer requirements to automate IT and other business processes using our ITSM platform Hornbill. While a high level of technical expertise is not required, an aptitude for learning and problem-solving is essential.

What you'll do for us:

- Automate our processes using Hornbill and maintain current automations and integrations.
- Work closely with teammates, customers, and leadership to ensure activities are aligned and integrated.
- Work closely with customers to provide recommendations on business process efficiencies and ITSM best practice.
- Facilitate requirement discussions with teammates, customers, and leadership along with participation in meetings.
- You will follow our Operational, Architectural, and Service standards are maintained adhering to minimum enterprise standards.
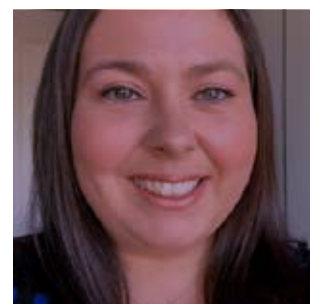
"I am very proud to work within Digital & Technology, we all work together to ensure our services are inclusive and provide value. Everything we do is centred around Age UK's vision in creating a world where every older person feels included and valued."

Julie Anthony
ITSM AND SERVICE DESK MANAGER

Our values

Collaborative   Impactful   Ambitious   Inclusive

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Must haves:

- Strong communication skills and the ability to work collaboratively in a team.
- Problem-solving abilities to identify and address issues within the system.
- Technical awareness to interact with utility scripts and gather technical details for reporting.
- Basic knowledge of scripting (ability to learn quickly is sufficient).
- Experience with requirements capture and documentation.

Great to haves:

- ITIL v3/v4 foundation.
- SQL.
- Experience automating processes using workflows within an ITSM platform.
- Experience of developing an ITSM platform.
- Power Bi.

Any other details:

- Occasional travel to other Age UK sites to enable performance of the duties and responsibilities and for the purposes of maintaining and updating professional skills and development.
- Hybrid and remote working require that the candidate meet these additional requirements: Internet bandwidth: 40Mbps minimum. Internet connectivity: Wired / ADSL / Fibre. Stable and safe working environment.

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities, and dimensions for the role. Therefore, this role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake all other reasonable and related tasks allocated by line management.

Location
Hybrid - any office

People management
No

Division
Group Finance
(Finance, D&T, Strategy)

We're an Age-friendly Employer

enei

disability confident