JOB DESCRIPTION

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| **Job Title** | IT Project Officer |
| **Reports to** | Head of IT |
| **Job location** | London |
| **Grade** | 4 |
| **Contract** | 6-month fixed term (mat cover) 4 days a week |

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| **Job Purpose** |
| The IT Project Officer role is divided between supporting and coordinating IT projects (60%) and supporting the IT Team (40%) on administering the helpdesk. The IT Project Officer main role is to support the Head of IT to deliver IT projects and tasks in a timely manner. The post-holder will ensure that projects are adequately planned, resourced and supporting the team in delivering to high standards, on time and within set budget. The IT Project Officer will have the responsibility for supporting Alert’s business systems such as SharePoint, PROMPT, PeopleHR, Sales Force and Dynamic 365. It will require working across the organisation with teams in London and overseas offices. As the post-holder, you must ensure that statutory, policy and good practice developments are reflected in robust systems and procedures and will take responsibility for highlighting gaps and recommending improvements.The post-holder will work closely with other IT team members in administering the IT helpdesk service and ensure the timely and accurate resolution of all work orders submitted to the helpdesk by staff based in London and overseas. You will escalate any issues to the Head of IT as when required. The postholder will be a point of contact (in person, by telephone, by e-mail or via the IT Helpdesk system) for internal colleagues as well as external stakeholders. This includes installing, diagnosing, repairing, maintaining and upgrading all PC hardware and equipment to ensure optimal performance. |
| **Duties and Responsibilities** |
| **IT Projects Coordinator (60%)**The post-holder will be expected to undertake a wide variety of tasks in assisting with planning the delivery of current and new projects including collating requirements from across the organisation, communicating with and updating appropriate stakeholders, recording and updating data relating to project status and progress on electronic systems, contribute to discussions as appropriate, and providing reports as required.* Working closely with the Head of IT, lead on the development of IT projects across the organization including country offices
* Prepare IT projects Terms of Reference, needs-assessment, and cross-team stakeholder consultation to identify the requirements.
* Working with the Head of IT, work with specialist suppliers and Alert teams (HQ and Country Offices) to formulate a detailed project plan for each IT project.
* Ensure smooth running and delivery of project outcomes, monitoring progress within given timeframes.
* To collect, collate and analyse data, formulating detailed reports and present them to a multi-disciplinary audience.
* Provide project updates and reports via Excel and any other tracking systems as required.
* Report on project status, highlights, risks and issues to the Head of IT, Director of Finance and Operations, immediate team and ability to quantify to wider business stakeholders.
* Arrange steering group meetings, liaising with the relevant teams and collaborators.
* Communicate accurately and diplomatically with internal and external stakeholders and collaborators via email.
* Provide timely information and updates on arrangements to the team and external parties.
* Responsible for the day-to-day management of IT projects; maintain and update the project log and timeline.
* Be the main day to day link between Alert and its clients and consultants
* Monitor the progress of the project against agreed and documented time and budget targets while ensuring appropriate quality standards are maintained
* Ensure that reporting is complete and checked according to the quality control process before it is issued.
* Ensure the project results are made available to the relevant people, providing feedback to Head of IT, project teams and other staff as necessary
* Comment on procedures to identify where improvements can be made and introduce processes to ensure that the project runs smoothly
* Liaise with other managers to share best practice

**IT and Helpdesk Management (20%)**Oversee the IT helpdesk and ensuring all incoming tickets are properly identified and successful completion of ticket within the allotted Service Level Agreement (SLA). Escalating ticket to the Head of IT as and when required. Documenting work order resolution steps; ensuring the helpdesk system is up-to-date with software updates and functioning properly. Liaising with the Head of IT on work orders that require third-party assistance and/or intervention or the procurement of software/equipment* Conduct research on desktop products in support of PC procurement and development efforts. Evaluate and recommend products for purchase
* Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations
* Maintain an inventory of all monitors, keyboards, hard drives, modems, network cards, and other components and equipment
* Accurately document instances of desktop equipment or component failure, repair, installation, and removal
* Working according to strategy and plans defined for Alert and the IT team
* Receiving, recording, categorising, assigning and escalating incoming telephone calls, Helpdesk work orders and/or e-mails regarding technical problems and/or issues experienced by users in London and overseas locations
* Communicating with users to understand the issues that are affecting their productivity
* Assist identifying, developing and implementing processes, procedures and reporting systems.

**Maintenance and Administration of Key ICT systems 20%*** Providing user orientation and training via telephone and email
* Where required, administer and resolve issues with associated end-user workstation networking software products
* Perform on-site analysis, diagnosis, and resolution of complex desktop and laptop problems for end-users, and recommend and implement corrective solutions, including off-site repair for remote users as needed
* Collaborate with IT Assistant to ensure efficient operation of the company’s desktop computing environment
* Write technical specifications for purchase of PCs, desktop hardware and related products.

**General*** Participate in the development of IT strategy.
* Ensure all members of the team follow all relevant policies and procedures
* Comment on procedures to identify where improvements can be made and introduce local processes to ensure that the project runs smoothly.
* If necessary, liaise with third-party support and PC equipment vendors.
* Undertaking specific tasks, project responsibilities or basic research as assigned by the Head of IT
* Any other tasks as directed by the Head of IT or Director of Finance and Operations.
* Contribute to team-wide communications and knowledge management, and participate in organisation-wide events and discussions on related topics/projects
* Liaise and communicate with external service providers and consultants as and when required to resolve any technical issue(s), obtain technical information for project planning/budgeting purposes and inform the Head of IT.
* Advise the Head of IT on the development of new IT management system and procedures and assist with implementation thereof.
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| Travel requirements |
| Alert maintains a number of overseas offices. The job will require 30% travel to these locations to install and/or maintain hardware and software system. |

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

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| **Talents** |
| At Alert, we have introduced Talent Management to our business model as we believe talented people are crucial to the success of our work. We believe all individuals are talented and success comes in matching the right talents to the right roles. For this role, the skills, qualifications and experience listed below are important, but we believe that to be great in this job you are likely, first and foremost, to have a talent for managing projects and system management, and in particular for protecting systems from risk. These are the qualities that we will be looking for above all else. |
| **Knowledge & Skills** |
| * Ideally you will have PRINCE2 qualification or working towards it
* Experience on Project management methodologies such as Prince2 and Agile
* Proficient use of Microsoft Office 365 -especially Word, Excel, Outlook and Team
* Prior experience of basic online research and experience organising and collating a range of information from different sources in a logical, structured manner
* Experience of working under time and budget pressures
* Ability to work under pressure, particularly when dealing with threats and at times of high demand.
* Good working knowledge of various security technologies such as network and application firewalls, host intrusion prevention and anti-virus
* Ability to present ideas in user-friendly language
* Strong written and oral communication skills
* Effective interpersonal skills and relationship-building skills
* Ability to conduct research into PC issues and products as required
* Able to read and understand technical manuals, procedural documentation, and OEM guides
* Ability to operate tools, components, and peripheral accessories
* Working technical knowledge of current protocols, operating systems, and standards.
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| **Personal Qualities** |
| * Analytical and problem-solving abilities, with keen attention to detail
* Self-motivated and directed, with the ability to effectively prioritize and execute tasks in a high-pressure environment
* Experience working in a team-oriented, collaborative environment
* Strong customer-service orientation.
* Knowledge of SharePoint, PeopleHR, Sales Force and Dynamic 365.
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DESIRABLE REQUIREMENTS

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| * Degree level qualification in a relevant subject
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| * IT Qualifications
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**SUMMARY TERMS AND CONDITIONS**

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| **Pension** | All staff receive a pension contribution which is equivalent to 10% of their gross salary. The post-holder will be automatically enrolled into the Alert Pension scheme, which is with Scottish Widow, but can choose to opt out.  |
| **Leave entitlement** | A total of 36.5 paid vacation days per vacation year (January 1 to December 31). This entitlement includes all national holidays and office closure days between Christmas Day and New Year’s Day.  |
| **Notice period** | There will be an initial six-month probationary period during which notice will be one month on either side. On successful completion of the probationary period notice will be three months. |
| **Working hours** | Full time staff are expected to work a standard 35-hour week, with some flexibility around start and finish times to be agreed with the line manager. All staff are required to work core hours 10am – 4pm. |
| **Sport’s club membership** | Staff can take advantage of subsidised membership of a local sports club, on successful completion of the probationary period. |