

## Job Description

<b>Job Title:</b>	IT and Facilities Assistant
<b>Grade and Salary:</b>	Grade C
<b>Contract:</b>	Permanent
<b>Location:</b>	Secretariat, London
<b>Department:</b>	Finance Operations and Support Services (FOSS)
<b>Responsible to:</b>	IT & Systems Development Manager
<b>Relations with Others:</b>	There will be a need to work closely with staff across all staff of all departments to ensure that all the IT and facilities support needs are met.

### Job Purpose

The main purpose of the role is to support in the smooth running of facilities and IT systems and supporting and developing staff in their use of the systems available.

It is expected this role will be key in helping staff to adopt new technologies and usage of necessary enterprise software. This role will improve the efficiency and output of the teams, by supporting the management of Office 365 user's accounts, improving processes and assisting in the development and implementation of IT policies.

Located at the London office you will also support remote working on a day to day basis by supporting the current and new go to meeting functions, liaising with external cloud providers and within the office ensure the working environment operates effectively in accordance to health and safety standards.

### Job Responsibilities

IT and Facilities support has the following list of responsibilities.

- Provide internal training on Office365 and other Microsoft tools
- Support the London Hot-desking
- Support the desk and meeting room booking platform
- Process payments for London office utilities, supplies and equipment.
- Maintain asset management system for London office.
- Manage and monitor all Internet lines to check for system outages
- Manage the loan system for all HelpAge Laptops and Smartphone devices
- Assist with the setup of IT equipment and conference calls
- Provide help and support for Travel booking system
- Help manage the Fire wardens and First Aiders equipment and staff in the London office
- Ensuring London office equipment and environment is in functional condition.

### General

- To undertake any other tasks as designated by the IT & System Development Manager

### Experience

- Remote desktop services.
- In-depth understanding of working in Office 365
- Providing training and support

- Customer service
- Office administration and supporting
- Basic knowledge of facilities tasks in a working office

### **Essential Skills and Abilities**

- Excellent verbal and written communications skills
- Good analytical and problem solving skills
- In-depth knowledge of Office365 management
- Knowledge of remote desktop services.
- Co-operative and supportive team player
- Excellent attention to detail and high levels of accuracy
- Good organisational and planning skills to work to deadlines
- Commitment to the aims and values of the organisation and the department
- Ability to work under pressure deadlines in a fast paced environment

### **Desirable Skills**

- Excellent Office365 skills and qualifications for working with it
- Staff Training experience
- Good Knowledge of social media platforms

HelpAge International is committed to providing our staff with continuous professional development, flexible working and opportunities to thrive within an inclusive and diverse environment.

As part of our commitment to promoting gender diversity we are the only international NGO member of the BITC Gender Campaign.

