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**Job Description**

# Job Title: IT and Facilities Assistant

**Grade and Salary**: Up to £27,000 depending on skills and experience

**Contract**: Permanent

**Location**: Secretariat, London

**Department**: Finance Operations and Support Services (FOSS)

**Responsible to**: IT & Systems Development Manager

**Relations with Others:** 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 help staff in adopting new technologies and optimal usage of necessary enterprise software to improve efficiency and output of the teams, help in managing user’s accounts and improving and implementation of IT policies.

Ensuring London facilities arrangements facilitates effective working and are in accordance to health and safety standards.

**Job Responsibilities**

IT and Facilities support has the following list of responsibilities.

* Support the London Hot-desking environment
* Support the desk and meeting room booking platform
* Process payments for London office utilities, supplies and equipment.
* Provide internal training on SharePoint
* 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
* Assist with the VOIP telephone system
* In-house training of users in the use of email and office systems
* Provide help and support for Travel booking system
* Help manage the Fire wardens and First Aiders equipment and staff in the London office
* Act as a backstop for front line IT support.
* 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.
* Training and explanation of enterprise software.
* Office administration and supporting.
* Basic knowledge of facilities tasks in a working office
* Customer service
* Basic Understanding of Remote Desktop Services

**Essential Skills and Abilities**

* Excellent verbal and written communications skills
* Good analytical and problem solving skills
* 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**

• Good digital skills

• Staff Training experience

• Good Knowledge of social media platforms

• Knowledge of remote desktop services.

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.

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