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| Job Title:      | Infrastructure & Operations Support Coordinator                         |
| Location:       | Full time, on site. Aberdeen with travel to other branches as required. |
| Responsible To: | Infrastructure & Operations Team Leader                                 |
| Date            | May 2024  |

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| Purpose of Job:                 | <p>To work as a member of the Infrastructure &amp; Operations Team within the IT &amp; Business Systems Department to:</p> <ul style="list-style-type: none"> <li>• Coordinate the Infrastructure &amp; Operations IT Helpdesk service.</li> <li>• Work in compliance with established control mechanisms and documented procedures.</li> <li>• Revise and develop process related documentation as required.</li> <li>• Manage IT user setup/configuration.</li> <li>• Procure, configure, inventory, and administer IT assets (PCs, Laptops, Tablets, Printers, Phones, Mobile Phones etc.).</li> <li>• Procure and control stock of IT consumables.</li> </ul> |   |
| Key Areas of Responsibility:    | <ul style="list-style-type: none"> <li>• Deliver IT Helpdesk service – Level 1 and relevant aspects of Level 2 in line with procedure.</li> <li>• Assist in IT asset and licensing administration.</li> <li>• To ensure work is carried out is in accordance with company policies and procedures.</li> </ul>   |   |
| Interfaces (Internal/External): | <p>Members of Hydrasun organisation at all levels.<br/>IT suppliers for asset and consumable procurement.</p>   |   |
| Qualifications:                 | Essential   | Desirable   |
|                                 | HND in a related subject or equivalent experience.  |   |
| Experience Required:            | Essential   | Desirable   |
|                                 | <p>Demonstrable experience coordinating and delivering infrastructure &amp; operations support in a business environment.</p> <p>Helpdesk administration and processing.</p> <p>Problem solving desktop hardware and software and user-related network problems.</p> <p>IT service management including the use of documented procedures and evidence-based change control mechanisms.</p>  | <p>Microsoft Office products.</p> <p>Microsoft Windows Desktop.</p> <p>Microsoft 365.</p> <p>Active Directory / Azure AD.</p> |
| Skills/Training Competences:    | Essential   | Desirable   |

## JOB DESCRIPTION

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|  | <ul style="list-style-type: none"><li>• Ability to maintain a high level of customer focus and satisfaction.</li><li>• Competent at using MS Office software.</li><li>• Strong communications skills – in person, phone, and e-mail.</li><li>• Strong problem-solving skills.</li><li>• Ability to write clear concise descriptions of problems and solutions including capturing these in wiki procedures.</li><li>• Well organised, proactive, and good attention to detail.</li><li>• Ability to diligently follow procedures to great consistency and accuracy.</li><li>• Good at team working.</li><li>• Professional and “can do” attitude.</li></ul> | <ul style="list-style-type: none"><li>• Driving license.</li><li>• In depth knowledge of desktop technology, common problems, and effective solutions.</li></ul> |
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Please note that you may be requested to undertake other duties from time to time and it is possible that your duties may change over time. You will be expected to co-operate with all reasonable requests. If the changes are deemed to be longer-term then this job description will be revised.