REDROW

ASSISTANT SUPPLY COORDINATOR

VALUING PEOPLE

ABOUT THE ROLE

The IT Supply Sales and Site team works closely with the divisional teams with the requisition and setup of all Redrow Sales / Site Outlets requiring Redrow System access / Internet Connectivity.

The responsibilities of the IT Supply Sales/Site team include auditing, ordering/cancelling connections, meetings with third parties for service review, daily operations, supply of all IT equipment and assisting project research.

KEY RESPONSIBILITIES

1. **ADMINISTRATION**

   - Support the IT Supply/Site Coordination team with their day-to-day administration tasks

   - Maintain topicality of the connections and print queue at all times.

   - Perform regular audits of equipment held by third party and maintain stock levels as per procedure.

   - Bi-Annually connection audits

   - Arrange and attend monthly meeting with Coordinators with every divisional Sales and Site teams, taking notes and ensuring any issues raised are actioned.

   - Ordering and cancelling Fiber/ADSL/4G connections.

   - Processing forms and Arranging installations/decommissions/relocations of Sales and Site equipment

   - Monthly meetings with external third party responsible for installs/decommissions/relocations and maintenance incidents. Reviewing and discussing service and challenges encountered

   - Maintain and update in-house systems to ensure correct information in held

   - Assist with the administration of the IT equipment build list and management of customer expectations.

   - Provide assistance with all aspects of provisioning, delivery, configuration, packaging, shipment, installation, returns and disposal of equipment

2. **DOCUMENTATION**

- Maintain documentation for sales and site setups with different connection types and misc. other documentation as required.

3. **RESEARCH AND DEVELOPMENT**

- Help IT Supply Coordinator with production of proposals for and implement agreed projects occasionally.

THE PERSON

What kind of person are we looking for?

- Self-motivated and driven
- Well organised
- Good communication skills, including internal and external customer facing
- A problem solver
- Reliable with an interest in technology and computers
- Team player as well being able to work independently
- Knowledge of Windows10 and use of Microsoft Office products
- A year or two experience of working in business/office environment.

These are illustrative duties and the jobholder will be expected to become involved in a range of work to enable the department to respond effectively