



System Support Coordinator

We are looking to appoint a System Support Coordinator who will be responsible for providing first line support for internal IT queries and supporting our CRM system. Duties include distributing IT equipment, training employees on the training management system, and liaising with third party system providers as necessary. Hybrid working pattern is available.

Key Duties & Responsibilities:

- First line support for internal IT queries, resolving the problem without escalation whenever possible
- Supporting with the management of the TMS including routine maintenance and updates, reports, and general system upkeep
- Coordination of system related projects and changes across the business including thorough testing on the sandbox system before implementing or rolling out changes
- Manage and respond to support tickets with the TMS and business IT support, escalating where required in accordance with internal escalation procedures
- Training employees on the TMS and processes, including new starters, process changes or new implementations and process flows
- Create, edit & update process maps
- Responsible for IT equipment stock and issue to employees
- Assist with PAT testing, projects and ad hoc reporting
- Answer inbound calls and take detailed messages for colleagues when required

Essential Skills & Experience:

- Experience of administering a company IT system (CRM or TMS preferred)
- Excellent IT skills
- Ability to problem solve
- Ability to pay close attention to detail
- Confidence to challenge current ways of working
- Always striving for the best, most automated solution
- Organisation and prioritisation skills
- Proactive

Desirable Skills & Experience:

- Experience mapping processes
- Experience working with third party partners (IT support and TMS providers)
- Experience working within a training environment

To apply for this role, please email your CV to the email address below, or contact Jodie if you have any questions about the position.