

IT Operations Associate

Location: Canary Wharf, London

Reports to: Senior IT Operations & Service Manager

Grade: C

Job purpose

The post holder will play a key role in enabling the IT Department to run smoothly, providing support, technical expertise and leadership in key areas, whilst helping to make sure that we deliver the IT roadmap, meet business needs and maintain clear communications with internal stakeholders.

This role will work alongside the Infrastructure and Applications team in helping to develop our Microsoft 365 product suite, with a particular focus on business collaboration tools, supporting the development and delivery of the product roadmap. Working with colleagues in Learning and Development, the role will also provide support to colleagues in the adoption and use of key Microsoft platforms.

The role will also work closely with the Senior IT Operations & Service Manager and Senior Applications Manager, and with suppliers directly, to make sure that supplier purchase orders and invoices are processed to agreed timeframes, making sure that we maintain compliance in this key area.

The role will also provide support to the IT department as required.

Main accountabilities

- Work with the IT Leadership group to deliver effective internal stakeholder engagement between the IT department and the wider organisation, including service-level reporting. Ensure that existing internal communication tools (e.g., SharePoint, email, online workshops) are effectively leveraged and lead the development of new ones as required.
- Working with the Applications and Infrastructure Teams, support the development of a Microsoft 365 product experience that meets both user needs and business goals. Play a supporting role in the development of a Microsoft 365 roadmap.
- Work with IT and Learning and Development colleagues to identify training and support opportunities for staff in the use of IT.
- Work with department managers to identify technical skill gaps and play a leading role in the development of targeted training solutions.

- Work with the relevant budget holders to ensure that purchase orders and supplier invoices are processed within mandatory timeframes. Provide support with budget reporting and forecasting as required.
- Working with the Accounts team and Senior IT Managers, play a key role in ensuring the IT Department's compliance with purchase order and invoice payment deadlines.
- Develop and maintain relationships with suppliers, making sure that key milestones are met around areas including IT licensing, product upgrades and domain renewals.
- Act as a champion for the Technology department and its work; encouraging and supporting colleagues to adhere to IT policies and procedures.

Knowledge and skills for this job	Essential	Desirable
Experience working in IT-related roles, including some with a customer-facing component.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proven ability to work collaboratively with internal stakeholders, including supporting the delivery of training and championing best practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrable knowledge of the Microsoft 365 product offering and the ability to support its rollout in different operational contexts.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of working with outsourced suppliers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written and verbal communications skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply the relevant management systems, procedures, policies and training related to risk management, health and safety, information security, data protection and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply and manage the diversity and equality policy and practice pertinent to the role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Demonstrable knowledge of the fundamentals of budget development, including using budget management systems.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience in public sector and/or regulatory organisations.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.