**Job Description**

**Job title:** IT Coordinator

**Department:** Business Services

**Location:** London

**Reporting to:** IT Service Delivery Manager

**Hours:** 9:30am – 5:30pm, Monday to Friday.

**Contract:** Permanent, full time.

**Overall purpose of the role**

The role is responsible for supporting the IT Team with administrative work, ad-hoc project tasks and general team organisation.  The role holder will be expected to be a good all-rounder and proficient with a range of business productivity software, as well as being able to communicate with a wide range of users at all levels.

**Main duties and responsibilities**

* Organise meetings, create agendas and minute any actions/outcomes.
* Organise team events and arrange travel requirements.
* Manage deliveries, orders, and log equipment as assets on the ITSM tool.
* Ensure IT policies are reviewed and updated where required.
* Provide general administrative support for the IT team.
* Maintain good working relationships with 3rd party suppliers, providing support around orders and billing.
* Collate team messages for internal comms.
* Complete regular equipment audits and ensure stock levels are maintained.
* Maintain accurate license records.
* Maintain an accurate asset database.
* Assist the PMO with ad-hoc project tasks.
* Suggest improvements and bring innovative ideas to the team.
* Assist with coordination of yearly trainee onboard/rotation.

**Compliance and Risk Management**

* To always maintain the strictest concern for and awareness of GDPR in accordance with the firm’s internal policies.
* To immediately report any compliance or risk management concerns to the relevant persons without delay.

**Professional Standards**

* To work and behave in a professional manner and within the highest ethical standards of the profession.
* To always maintain the strictest standards of client confidentiality.

**Learning**

* To ensure learning and development plans are completed and that records are up to date and compliant with Lexcel requirements.

**Person Specification**

**Technical**

* Organised and methodical
* A good understanding of business productivity software packages e.g. Word and Excel.
* Excellent customer service skills with a strong desire to help people.
* A keen eye with great attention to detail.
* Self-motivation is essential.

**Desirable**

* Knowledge of Project Management software e.g. Monday.com.
* Relevant experience in the legal sector / professional services is preferred but not essential.

**Communication & Organisation**

* Excellent written and verbal communication skills.
* Proven ability to multi-task and prioritise tickets and balance this with project work.
* A high level of organisational skills to effectively manage issues in an office where urgent issues can escalate quickly and the ability to take an overview of all tickets and prioritise the most important issues and update those outstanding.

**General**

* Demonstrable awareness of client confidentiality, information security and data protection.
* Relevant qualification at degree level or equivalent.
* Genuine interest to work with a leading claimant law firm and passionate about providing access to justice to all.